



GRIEVANCE REDRESSAL CELL



The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated academic and non- academic matter within stipulated time.

Management Mechanism

The Complaint Management Mechanism Is Carried Out at Various Levels In The Institution:

- The departmental level grievances are attended by the concerned mentors, and Department Heads.
- The student coordinators and staff coordinators of grievance redressal cell act as facilitators to communicate and sort out the grievances at the department level.
- Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the institution.
- Display board is fixed near the office , indicating the details of online Grievance Redressal Mechanisms (i.e) URL of the online Grievance Redressal Portal : <https://ewit.edugrievance.com/login/student.html> / and other details viz., , names, contact nos. and e-mail ID's of members of the Grievance Committee.
- For any Grievances visit <https://ewit.edugrievance.com/login/student.html>

Grievance Redressal Protocol:

- Registration of grievances submitting in person at GRC or Department Coordinators /online registration system..
- Forwarding to the Grievance Redressal cell.
- Scrutiny of the redressal process by reviewing the grievances.
- Call for hearing or Enquiry if the resolution is not satisfactory in a stipulated time.
- Forward to the student counselor/ mentor if required.
- Final resolution/decision by grievance redressal committee.
- Communicating the final decision to both parties.
- Closing of grievance and preparation of report
- Feedback for improving the redressal process from time to time.