



CITY ENGINEERING COLLEGE

Approved by AICTE New Delhi & Affiliated by VTU, Belagavi
Doddakallasandra, Off Kanakapura Main Road,
Next to Gokulam Apartment, Bangalore-560062.



Mechanisms for submission of online/offline students' grievances

Online Grievances:

1. **User-Friendly Platform:** Develop an accessible and user-friendly online platform where grievances can be submitted. Ensure the platform is easy to navigate and can be accessed from various devices.
2. **Confidentiality and Anonymity:** Ensure that the grievance system guarantees confidentiality and, if necessary, allows for anonymous submissions to protect the privacy of the complainants.
3. **Timely Acknowledgement:** Acknowledge receipt of grievances promptly to reassure complainants that their concerns are being taken seriously.
4. **Efficient Review Process:** Establish a structured and transparent process for reviewing grievances. Assign a dedicated team or individual to handle the initial assessment and categorization of complaints.
5. **Regular updates:** Keep complainants informed about the status of their grievances throughout the investigation process. Provide estimated timelines for resolution and any delays that may occur.
6. **Data Security:** Ensure that all data collected through the grievance system is securely stored and protected against unauthorized access.
7. **Continuous Improvement:** Regularly review and update the grievance handling process based on feedback and changing needs. Conduct periodic audits to ensure the system's effectiveness and compliance with relevant regulations.



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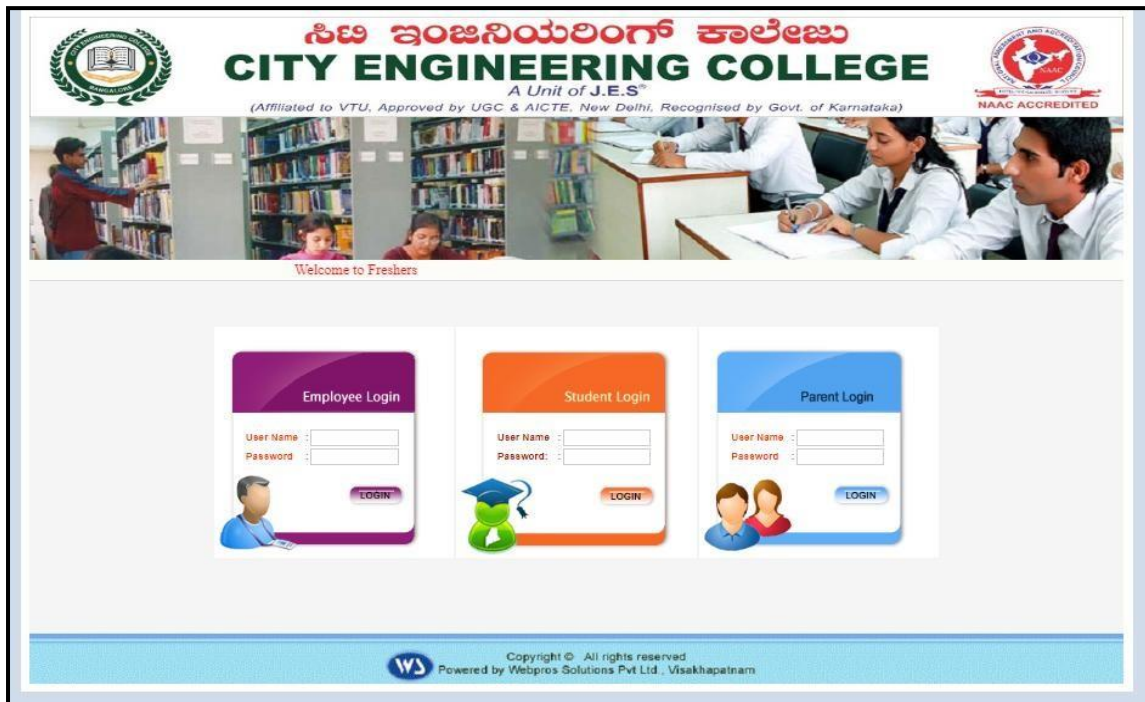


Fig 1: Online Grievance Redressal

ERP Portal link <https://www.webprosindia.com/cityec/> student login

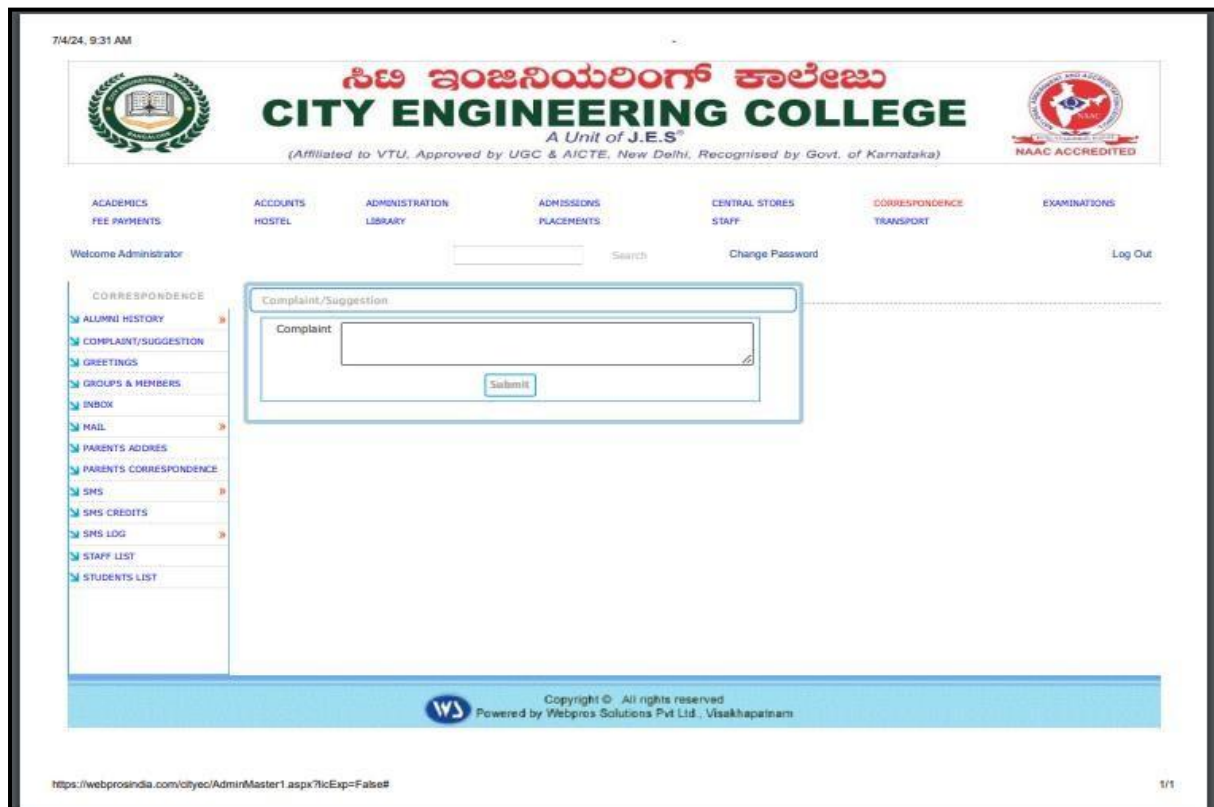


FIG 2: Online Complaints Grievance



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Offline Grievances:

- 1. Accessible Channels:** Provide multiple channels for submitting grievances, such as suggestion boxes, designated grievance forms, and direct submission to designated officials.
- 2. Clear Guidelines:** Clearly communicate the grievance submission process, including the types of grievances that can be reported, the format for submission, and the expected timeline for resolution.
- 3. Prompt Acknowledgment:** Acknowledge receipt of grievances promptly. This can be done through written acknowledgments or follow-up meetings, ensuring complainants know their concerns are being taken seriously.
- 4. Structured Review Process:** Implement a structured and transparent process for reviewing grievances. Assign a grievance committee or designate specific individuals to handle the assessment and categorization of complaints.
- 5. Resolution and Feedback:** Offer clear and fair resolutions to grievances. Communicate the findings and actions taken to the complainant. Allow for feedback on the grievance handling process to identify areas for improvement.
- 6. Documentation:** Maintain detailed records of all grievances, investigations, and resolutions. Ensure that documentation is securely stored and easily retrievable for future reference.
- 7. Continuous Improvement:** Regularly review and update the grievance handling process based on feedback and changing needs. Conduct periodic audits to ensure the system's effectiveness and compliance with relevant regulations.
- 8. Transparency and Reporting:** Maintain transparency by periodically publishing anonymised data on the types and outcomes of grievances. This helps build trust and demonstrates the committee's commitment to addressing issues.



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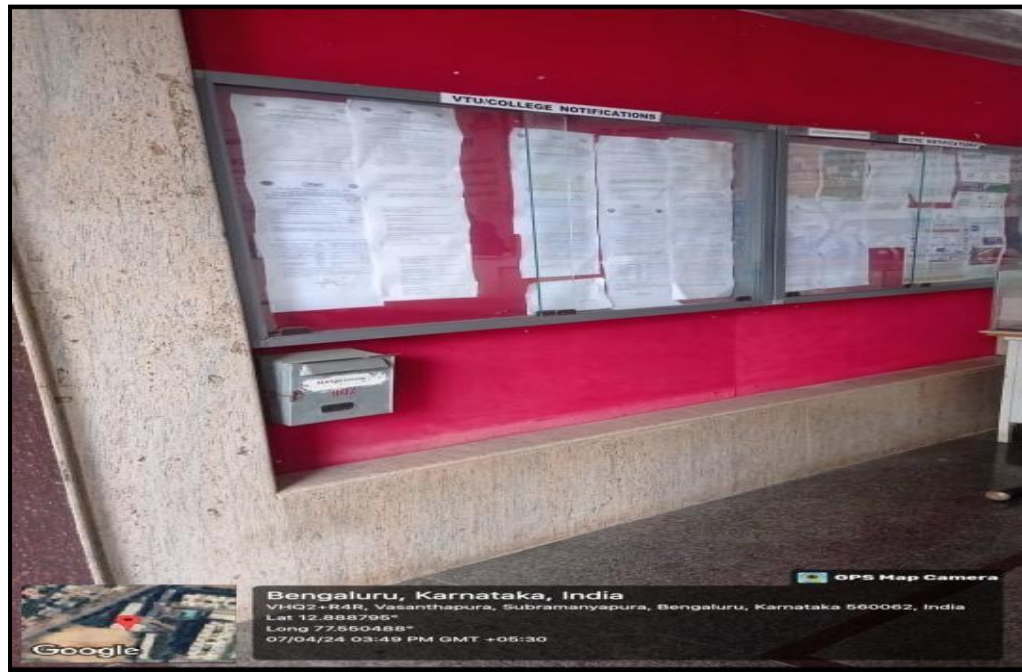


FIG 3: Offline Grievance in Main Block



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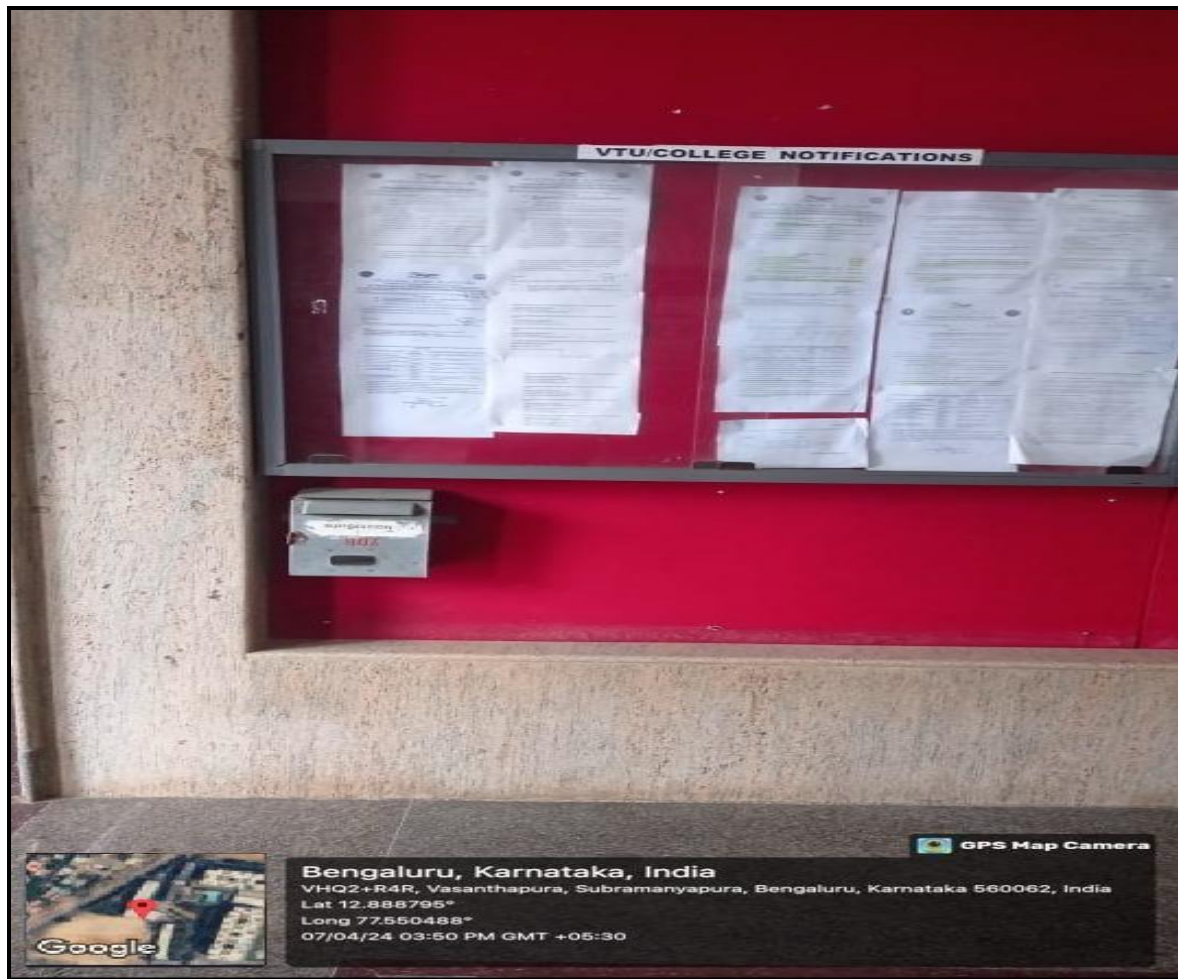


FIG 4: Offline Grievance in CS Block

S Karunakar

Dr. Karunakara S

Principal