



Mechanisms for submission of online/offline students' grievances 2022-23

Online Grievances:

- 1.** Implement a dedicated online grievance portal where students can submit their complaints and track the status of their issues. Ensure the portal is accessible and user-friendly.
- 2.** Provide a specific portal where students can send their grievances. Include clear instructions on how to format their complaints and any required information.
- 3.** Create an online form that students can fill out to submit their grievances. The form should include fields for detailed descriptions of the issues, attachments, and contact information.
- 4.** Integrate a grievance submission feature into the existing student support or management system. This could include a ticketing system to manage and resolve issues efficiently.
- 5.** Set up a virtual help desk with live chat functionality, where students can discuss their grievances with a support representative in real-time.
- 6.** Offer an anonymous grievance submission option to protect students who may be concerned about retaliation or privacy.
- 7.** Integrate grievance submission widgets on relevant web pages or platforms used by students, allowing them to easily submit issues as they arise.

These mechanisms should be complemented with clear guidelines and communication to ensure students are aware of how to submit their grievances and what to expect from the process.



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WELCOME TO FRESHERS

Employee Login
User Name:
Password:
LOGIN

Student Login
User Name:
Password:
LOGIN

Parent Login
User Name:
Password:
LOGIN

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Fig 1: Online Grievance Redressal

7/4/24, 9:31 AM

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ACADEMICS FEE PAYMENTS ACCOUNTS HOSTEL ADMINISTRATION LIBRARY ADMISSIONS PLACEMENTS CENTRAL STORES STAFF CORRESPONDENCE TRANSPORT EXAMINATIONS

Welcome Administrator

Complaint/Suggestion

Complaint:

Submit

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https://webprosindia.com/cityec/AdminMaster1.aspx?icExp=False# 1/1

Fig 2: Online Complaints Grievance



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Offline Grievances:

- Place secure grievance submission boxes in easily accessible locations on campus, such as the student services office, or main administrative areas. Ensure regular collection and processing of submissions.
- Allow students to submit grievances in person by visiting the designated grievance handling office. Provide a confidential space where students can discuss their issues with staff.
- Accept grievances sent via postal mail to a designated address. Ensure that students are informed about the correct mailing address and provide guidance on how to format their grievances.
- Arrange scheduled meetings where students can present their grievances directly to committee members or designated staff. Provide a clear process for scheduling these meetings.
- Install suggestion boxes in various campus locations where students can submit written grievances anonymously or with identification, depending on their preference.
- Partner with student unions or representative bodies to provide grievance submission services. They can assist in collecting and forwarding grievances to the appropriate departments.
- Include grievance submission information in campus newsletters, bulletins, or noticeboards, detailing how students can submit their grievances offline.

Each mechanism should ensure confidentiality, accessibility, and a clear process for addressing and resolving grievances.



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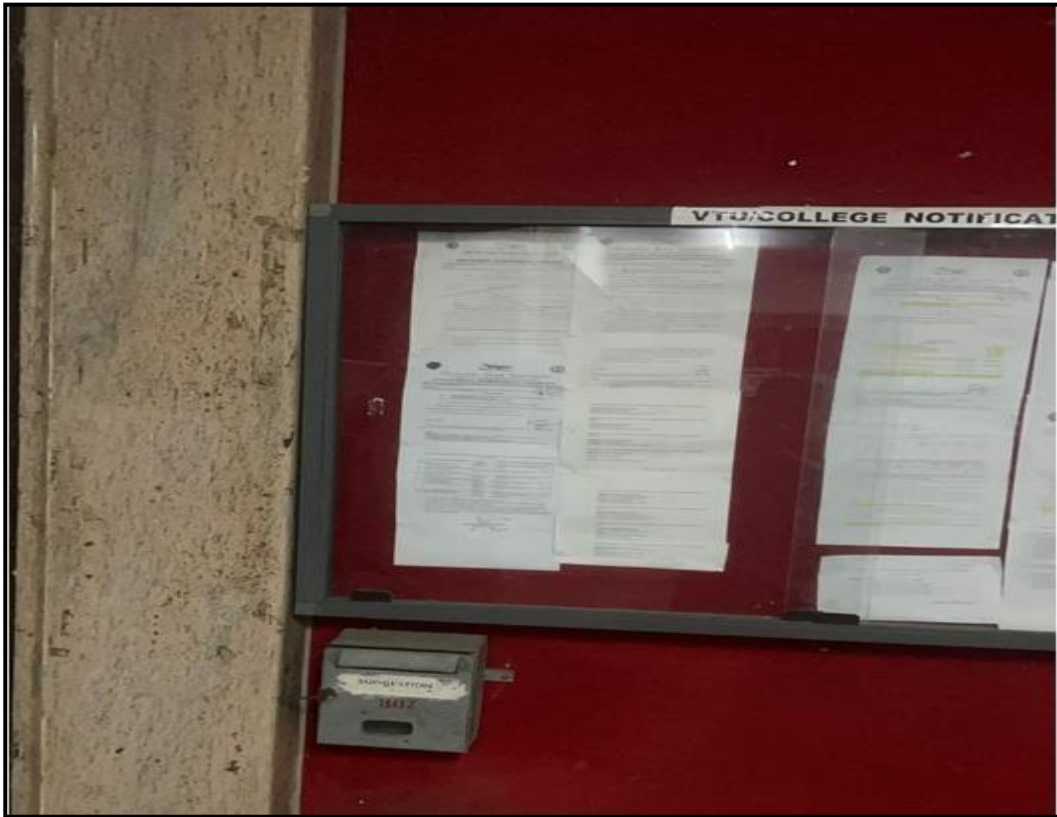


Fig 3: Offline Grievance in Main Block

Principal