

Grievance Redressal Policy

1. Objective:

To provide a fair and transparent mechanism to resolve complaints and grievances raised by employees, students, or users of services.

2. Types of Grievances Covered:

- Technical issues with devices (e.g., laptop, desktop, printer)
 - Delayed service or response
 - Miscommunication or misbehavior
 - Infrastructure-related concerns
 - Unfair treatment or policy-related issues
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3. Complaint Submission Procedure:

- Users must provide their **Full Name**, **Mobile Number**, and **Complaint Details**.
 - Complaints can be submitted via chatbot, web form, or email.
 - Upon submission, a **Complaint ID** will be generated.
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4. Grievance Categories:

- **Hardware:** Laptop, printer, or device malfunction
 - **Software:** Application errors, license issues
 - **Network:** Connectivity, VPN, Wi-Fi issues
 - **Other:** Any general or non-technical issues
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5. Response Time:

- Acknowledgement: Within 24 hours
 - Investigation: Within 3 working days
 - Resolution: Within 7 working days depending on complexity
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6. Escalation Matrix:

- Level 1: Technical Support Team
- Level 2: Admin Coordinator
- Level 3: Grievance Committee Head

7. Status Inquiry:

Users can check the status of their complaint using the mobile number provided during registration.