

Ref No. OCIM/2025-26/132

Date : 01/07/2025

Grievance Redressal Mechanism Policy

1. Purpose

The Grievance Redressal Mechanism is established to provide a fair, transparent, and timely system for addressing grievances of students, faculty, staff, and other stakeholders, ensuring a harmonious academic and work environment.

2. Scope

This policy applies to:

- Students
- Teaching Staff
- Non-teaching Staff
- Parents (where applicable)
- Other stakeholders associated with the institution

Grievances may relate to academic, administrative, examination, infrastructure, services, or interpersonal issues.

3. Objectives

- To provide an accessible and effective grievance redressal system
- To ensure impartial and speedy resolution of grievances
- To promote transparency, accountability, and trust
- To prevent recurrence of grievances through corrective measures


PRINCIPAL
ORANGE CITY INSTITUTE OF MANAGEMENT
NAGPUR - 441108

4. Definition of Grievance

A grievance is any complaint, concern, or dissatisfaction expressed by a stakeholder related to institutional policies, practices, services, or decisions.

5. Grievance Redressal Committee (GRC)

The institution shall constitute a **Grievance Redressal Committee (GRC)** consisting of:

- Principal / Head of Institution – Chairperson
- Senior Faculty Member – Member
- IQAC Coordinator – Member
- Administrative Officer – Member
- Student Representative (for student grievances) – Member
- External Member / Nominee (if required by regulations)

6. Types of Grievances Covered

- Academic issues (teaching, evaluation, syllabus delivery)
- Examination-related grievances
- Administrative and service-related issues
- Infrastructure and facilities
- Harassment, discrimination, or unfair treatment
- Any other legitimate concern within institutional purview

7. Procedure for Lodging Grievance

Grievances may be submitted through:

- Written application to the GRC
- Online grievance portal/email (if available)
- Grievance/Suggestion Box



PRINCIPAL
ORANGE CITY INSTITUTE OF MANAGEMENT
NAGPUR - 441108

The grievance should clearly mention:

Name and contact details of the complainant

Nature of grievance

Supporting documents, if any

Anonymous grievances may be considered at the discretion of the committee.

8. Redressal Process

Acknowledgment of grievance within **7 working days**

GRC shall examine the grievance and may call concerned parties for discussion

Resolution shall be communicated within **15–30 days**, depending on the nature of the grievance

Decisions of the GRC shall be recorded and implemented promptly

9. Appeal Mechanism

If the complainant is not satisfied with the decision, an appeal may be made to the **Governing Body/Management**, whose decision shall be final.

10. Confidentiality and Non-Retaliation

All grievances shall be handled with strict confidentiality

No individual shall be subjected to retaliation for lodging a grievance in good faith

11. Documentation and Record Keeping

All grievances and resolutions shall be properly documented

Records shall be maintained by the administration/IQAC for audit and accreditation purposes

12. Awareness

The institution shall ensure that this policy is:

Displayed on the notice board and website

Communicated to students and staff during orientation programs



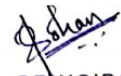
PRINCIPAL
ORANGE CITY INSTITUTE OF MANAGEMENT
NAGPUR - 441108

13. Review and Amendment

This policy shall be reviewed periodically and updated as per statutory requirements and institutional needs with approval of the competent authority.

14. Effective Date

This Grievance Redressal Mechanism Policy shall come into effect from the date of approval by the Governing Body/Management.



PRINCIPAL
ORANGE CITY INSTITUTE OF MANAGEMENT
NAGPUR - 441108