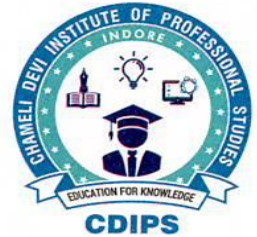


CHAMELI DEVI INSTITUTE OF PROFESSIONAL STUDIES

- Approved by Department of Higher Education, Madhya Pradesh
- Affiliated to Devi Ahilya Vishwavidyalaya, Indore

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Grievance Redressal Mechanism

As per the notification issued by AICTE dated 7th November 2016 we have established Grievance Redressal Mechanism for our institute. We have established a Student Grievance Redressal Committee (SGRC) as under

- | | |
|--|----------------|
| 1. Dr Suhas Dhande (Principle) | Chairperson |
| 2. Dr Purna Sharma (Academic Head) | Member |
| 3. Prof. Vishal Sharma (HOD – MBA) | Member |
| 4. Prof. Dileep Rupale (Asst. Professor) | Member |
| 5. Ms. Ashifa Sheik | Student Member |

The procedure to raise a grievance is as follows

1. The student has to register the complaint on ecampus (Learning Management System of the college) using his user id.
2. A drop down list indicating the choices of type of grievance is mentioned viz. Academics, Transport, Canteen, Hostel, others
3. The student has to select the type of grievance he wants to register.
4. Describe the grievance and then post it.
5. The grievance reaches to the member of the committee and then is resolved as per the following methodology

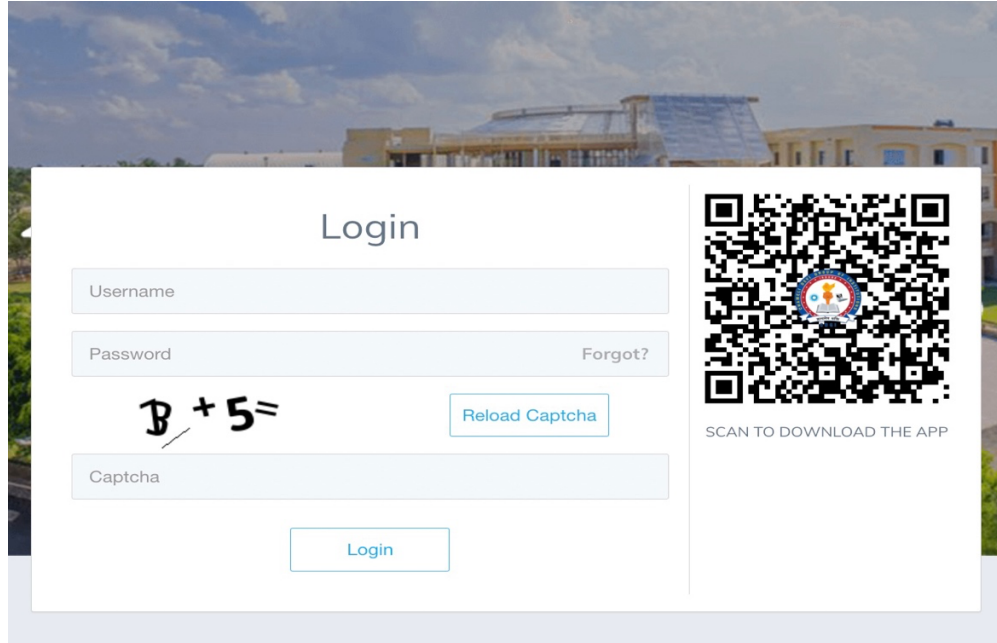
Link for registering grievance: 54.71.212.254/ecampus/home/grievance

- Any complaint related to student grievance shall be addressed to the Chairperson Student Grievance Redressal Committee.
- SGRC shall be compiled to follow principles of natural justice. SGRC shall send its report with recommendations and a copy thereof to the aggrieved student within a period of 15 days from the date of receipt of complain.
- Any student aggrieved by the decision of the Student Grievance Redressal Committee and appeal to the Ombudsman within a period of 15 days from the receipt of such decision.

Online Grievance Redressal Mechanism

At User End:

Step 1: Login to Online Grievance Redressal Mechanism with provided credentials



Login

Username

Password [Forgot?](#)

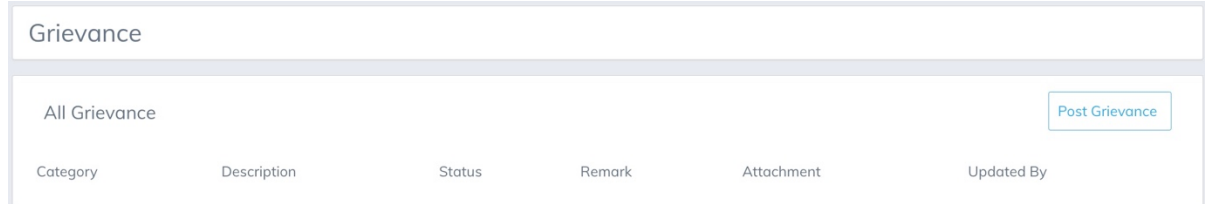
$B + 5 =$ [Reload Captcha](#)

Captcha

[Login](#)

SCAN TO DOWNLOAD THE APP

Step 2: After Login Click on Post Grievance

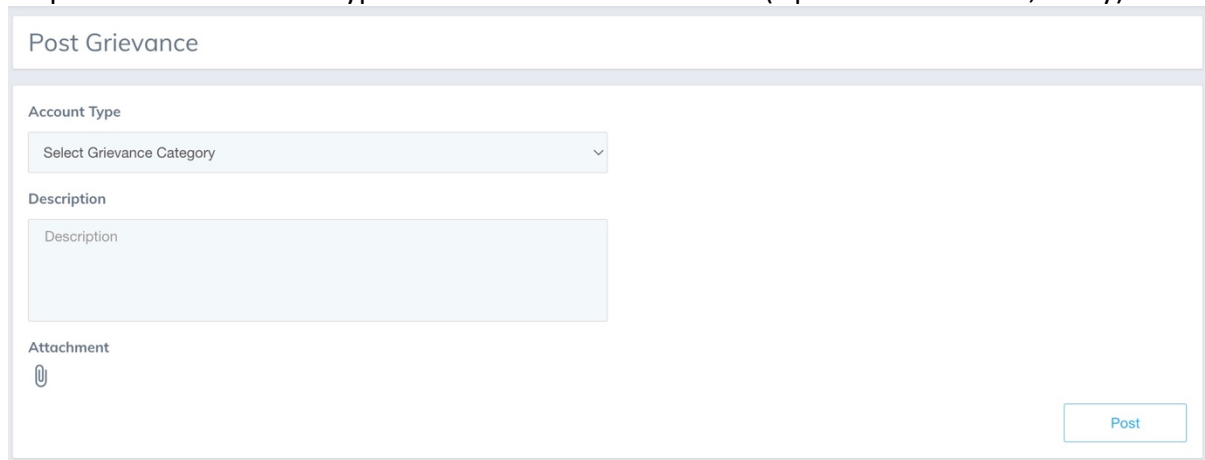


Grievance

[Post Grievance](#)

Category	Description	Status	Remark	Attachment	Updated By
----------	-------------	--------	--------	------------	------------

Step 3: Select Grievance Type and Describe the Grievance (Upload Attachment, if any)



Post Grievance

Account Type

Select Grievance Category

Description

Description

Attachment


[Post](#)

Post Grievance

Account Type

Select Grievance Category
 Academics
 Transportation
 Canteen
 Hostel
 Other

Attachment




[Post](#)

At Administrative End:

Filter the Grievance using options like Date wise, User wise, Type wise, Course wise, etc. for further necessary needful.

Grievance

 [Export CSV](#)

Posted By	Category	Description	Remark	Attachment	Posted At	Status	Updated By
-----------	----------	-------------	--------	------------	-----------	--------	------------