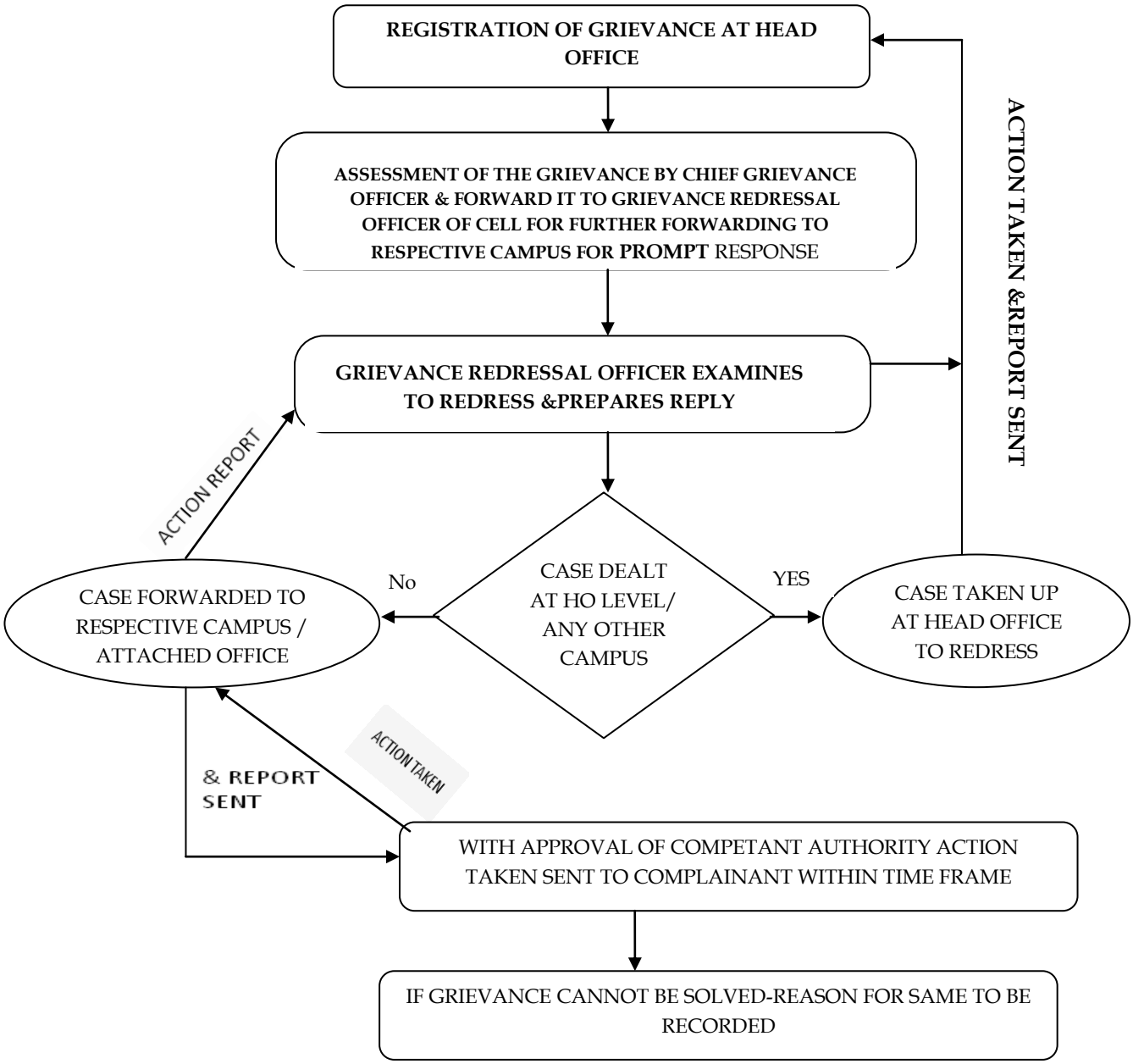
REGISTRATION OF GRIEVANCE AT HEAD OFFICE
ASSESSMENT OF THE GRIEVANCE BY CHIEF GRIEVANCE OFFICER & FORWARD IT TO GRIEVANCE REDRESSAL OFFICER OF CELL FOR FURTHER FORWARDING TO RESPECTIVE CAMPUS FOR PROMPT RESPONSE
GRIEVANCE REDRESSAL OFFICER EXAMINES TO REDRESS &PREPARES REPLY
ACTION TAKEN &REPORT SENT
ACTION REPORT
CASE DEALT AT HO LEVEL/ ANY OTHER CAMPUS
No
YES
CASE FORWARDED TO RESPECTIVE CAMPUS / ATTACHED OFFICE
CASE TAKEN UP AT HEAD OFFICE TO REDRESS
ACTION TAKEN
& REPORT SENT
WITH APPROVAL OF COMPETANT AUTHORITY ACTION TAKEN SENT TO COMPLAINANT WITHIN TIME FRAME
IF GRIEVANCE CANNOT BE SOLVED-REASON FOR SAME TO BE RECORDED