

7.2.1 Describe two best practices successfully implemented by the Institution as per NAAC format provided in the Manual.

Online Grievance Redressal Cell (OGRC)

OGRC is an Online Grievance Redressal Cell. It is a secure, flexible online web portal. This portal is available any time. It is maintained by college web application. Students, parents, teaching and non-teaching staff do not need go directly to the grievance cell. This OGRC is confidential and transparent in grievance procedure right from complaint registration to its closure so that it can build harmonious atmosphere in campus with openness and trust. It also enforces optimal strategies to ensure the grievance gets attended within desired timeline or gets escalated to higher authorities for proper attention and intervention.

Practice

Students, parents, teaching and non-teaching staff of the institution can lodge complaint through the system by registering in the website. After successful registration of the complaint, the user will get a complaint ID mail (acknowledgment number) for the future reference of the grievance. The system automatically sends alert to the grievance cell administrator on the complaint for taking required action. Admin will forward the complaint to the concerned in charges who deals with the specific complaint category. Once the complaint is resolved, the person who lodged complaint will get an alert message and he/she can view reply to the grievance posted.

Advantages:

- The user-friendly interface of the system reduces the distance and time barrier between users and institute management to create responsive and cordial situation in the institute.
- They can register complaints/raise grievances without fear just using Login Page regarding admissions, payment of fees, discrimination of caste and gender, scholarships, evaluations, harassment etc.
- It offers a fair and speedy means of grievance to the aggrieved person and cell members in a discreet manner.