



AMAN BHALLA FOUNDATION

KOTLI, PATHANKOT-AMRITSAR HIGHWAY, PATHANKOT
Mob.: 78378-33600, 9878397878 Ph.: 0186-5083006
Website : www.abgi.co.in, md@abgi.co.in

Ref. No. . ABF/0001/1030

Dated...01/08/2023

Online Grievance Redressal Mechanism

1. Objective

To ensure fair, prompt, and confidential handling of all grievances raised by students, faculty, staff, and stakeholders by providing a clearly defined and accessible redressal framework.

2. Scope

This policy is applicable to:

- Students (current and prospective)
- Teaching and non-teaching staff
- Contractual workers and visitors
- Alumni and external collaborators

3. Definition of Grievance

A grievance is any discontent or dissatisfaction, whether expressed in writing or online, relating to academic, administrative, personal, or professional issues.

4. Principles

- Fairness and impartiality
- Timeliness and responsiveness
- Confidentiality and protection from retaliation
- Accessibility and transparency.

5. Structure and Hierarchy

5.1 Department-Level Grievance Cell (DLGC): First point of contact for day-to-day academic or administrative issues (Contact Person HOD). Timeline: 7 days

5.2 Faculty-Level Grievance Redressal Committee (FLGRC): Escalated issues from departments. Timeline: (Contact Person Dean of the Faculty) 10 working days

5.3 College Grievance Redressal Committee (CGRC): Headed by Chairman Grievance redressal Committee. Timeline: 15 working days

5.4 Appeals Committee: Independent body comprising external experts and senior administrators. Final resolution within 30 working days of appeal.

"All grievance reports addressed at the department and faculty levels must be mandatorily documented and formally escalated to the College Grievance Redressal Committee (CGRC) for record-keeping, monitoring, and review".

6. Grievance Categories

- Academic grievances (evaluation, attendance, exams)
- Administrative issues (fees, ID cards, hostel facilities) - Discrimination or harassment
- Faculty behavior - Infrastructure or safety
- HR & workplace grievances (staff/faculty)

7. Submission Process

- **Online Portal:** A dedicated grievance redressal portal on the university website.
- **Drop Box:** Anonymous written complaints may be dropped in complaint boxes.
- **Email:**
- **In-Person:** Submission to HOD/Dean/ University Grievance Cell secretary.

8. Confidentiality & Protection from Retaliation

All grievances will be treated with utmost confidentiality. No individual shall face discrimination or victimization for filing a grievance.

9. Monitoring and Evaluation

- Bi-annual reports will be submitted to IQAC and Governing Body by College Grievance Redressal Committee.
- Grievance resolution timelines and satisfaction levels will be reviewed by IQAC
- Dashboard with grievance statistics to be published (without identifiers) for transparency by IT Department

10. Training and Capacity Building

- All grievance cell members must undergo mandatory annual training
- Sensitization sessions for faculty, staff, and student mentors by Lead and learning development Department

11. Feedback and Survey Mechanism

- Annual anonymous campus-wide survey to assess perception of redressal fairness and inclusivity.
- Action taken reports (ATRs) to be shared in staff/student council meetings.

12. Penalty Framework

- Any misuse of the grievance mechanism or false complaints may lead to disciplinary action.

Possible Disciplinary Actions:

Depending on the severity of the misconduct, the university may take one or more of the following actions:

- Written warning or reprimand
- Suspension from duties or classes
- Termination of employment or expulsion from the university
- Revocation of student enrolment and access to university services
- Ineligibility for future institutional privileges or re-enrolment

13. Exclusions:

The following complaints/grievances shall not be entertained by the Grievance Redressal Cell for consideration and shall be considered as null and void:

- Decisions of the Board of Governors Board of Management
- Academic Council/Academic Committees constituted by the College.
- Complaints in matters wherein the grievant is not affected directly or indirectly.
- Decisions with regard to the Award of Fellowships, Fee Concessions, Medals, etc.
- Decisions with regard to Disciplinary Matters and Misconduct or Misbehaviour.
- Decisions with regard to Recruitment and Selection
- Decisions by competent authority on Assessment and Examination Result/ Revaluation or Remarking of Answer Sheets
- Anonymous and Frivolous Complaints
- Rules, Regulations, Ordinances, Statutes and other such promulgations of College.


Managing Director
Director
Aman Bhatta Group of Institutes



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Ref. No. . ABP/0001/1243





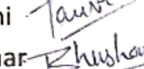

Minutes of meeting

Dated

Dated:18/9/2025

Attendees:

All members of Grievance Redressal Committee.

- Dr.Pooja Ohri 
- Dr.Rajat Arora 
- Mr.Gaurav Saini 
- Mrs.Astha Saini 
- Ms.Tanvi Joshi 
- Bhushan Kumar 

Agenda:

1. Grievance Redressal about hostelites students about restrictions imposed on hostelites regarding checkout from hostel on weekends.
2. Such other matters suggested by members.

Coordinator opened the Grievance Redressal meeting with a warm welcome to all members. Following this, the Coordinator presented the agenda and shared various suggestions for consideration. The Chairperson was then invited to provide clarifications on the topics, which facilitated the start of the discussion. Each agenda item was thoroughly examined, leading to the adoption of several resolutions.

Minutes and Resolutions

- Immediate communication of any temporary adjustments to weekend checkout policies.
- Proposal of revised policies based on student feedback and committee discussions.
- Establishment of a review mechanism to periodically assess the impact and effectiveness of revised policies.
- Committee members will collaborate to draft revised policies and present them for approval.
- Schedule follow-up meetings to monitor the implementation of new policies and gather feedback from hostel residents

Signature of Chairperson
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Minutes of meeting

Ref. No. . ABA/001/1157

Date: 10/9/2024

Attendees:

All members of Grievance Redressal Committee.

- Dr. Rajat Arora *RA*
- Dr. Neeraj Pooni *Dr. Neeraj Pooni*
- Ms. Manu Mehra *Manu Mehra*
- Mr. Tarun Ohri *Tarun Ohri*
- Mr. Anoop Kumar *Anoop Kumar*

Agenda:

1. Ensuring Optimal College Infrastructure.
2. Promoting Health and Safety Through First Aid Workshops.

Coordinator opened the Grievance Redressal meeting with a warm welcome to all members. Following this, the Coordinator presented the agenda and shared various suggestions for consideration. The Chairperson was then invited to provide clarifications on the topics, which facilitated the start of the discussion. Each agenda item was thoroughly examined, leading to the adoption of several resolutions.

Minutes and Resolutions

- Emphasized the importance of regular maintenance for classroom infrastructure to ensure a conducive learning environment.
- Maintain the basic infrastructure of the college consistently.
- Acknowledged students' concerns regarding water shortages in washrooms and inadequate lighting in some classrooms.
- Directed the maintenance team to prioritize resolving these issues promptly.
- Noted students' request for a First Aid workshop and announced that the college would organize such a workshop.

[Signature]
Managing Director
Signature of the chairperson
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Ref. No. : ABP/001/1081

Minutes of meeting

Dated 13/02/2024

Attendees:

All members of Grievance Redressal Committee.

- Dr. Rajat Arora
- Dr. Neeraj Pooni
- Ms. Manu Mehra
- Mr. Tarun Ohri
- Mr. Anoop Kumar

Agenda:

1. Welcome all members to the committee.
2. Introduce the purpose of the Grievance Redressal Committee.
3. Briefly introduce each member, their role in the college, and their expectations from the committee.

Coordinator opened the Grievance Redressal meeting with a warm welcome to all members. Following this, the coordinator presented the agenda and shared various suggestions for consideration. The Chairperson was then invited to provide clarifications on the topics, which facilitated the start of the discussion. Each agenda item was thoroughly examined, leading to the adoption of several resolutions.

Minutes and Resolutions

- Assign a secretary or note-taker to document discussions, decisions, and action items.
- Based on the meeting discussions, draft detailed grievance handling procedures and share them with the committee for review.
- Coordinate dates and topics for training sessions on conflict resolution, mediation, and college policies.
- Develop communication materials (such as posters, FAQs, or email templates) to inform the college community about the grievance redressal process.
- Establish or update systems for receiving and tracking grievances, ensuring they align with the agreed procedures.
- Regularly review progress on action items and adjust timelines or strategies as needed.

Signature of the chairperson
Managing Director
Aman Bhalla Group of Institutions