



## REDRESSAL OF GRIEVANCES

Document ID	PDOC-014
Version	1.0
Effective From	24-11-2007
Revision History	24-11-2007, version 1

1. If the student has a problem or needs help in some matter he/she should inform the concerned authorities in the proper manner, preferably in writing.
2. Hostel matters and mess related issues must be informed to the respective Hostel Supdt. If the Hostel Supdt. Is not in town, the complaint may be addressed to the Director (Admin) and given in the RMC.
3. Complaints on disciplinary issues may be given to (a) The Hostel Supdt. (b) Director (Admin) (c) Director (Academic) (d) Admin. Officer (RMC) (e) Any Faculty member of the institute (decreasing order of preference).
4. Transport matters and handle by the Managers (Transport Services). If the Manager is not in town, a letter may be given to the Admin. Officer (RMC).
5. Library matters are handled by the Librarian.
6. All matters relate to a course are handled by the respective instructor. In such matters the institute strives to minimize external interference in the running of a course by vesting all authority in the instructor.
7. Students can put all their complaints in the Complaint Box placed outside the RMC. They must contain the name and roll number of the student. Anonymous complaints are not entertained.