

## R R Institute of Technology, Bengaluru

### **Establishment of Online Grievance Redressal Mechanism**

#### **ONLINE GRIEVANCE REDRESSAL SYSTEM AICTE NORMS, PROVIDING AN ONLINE PLATFORM TO RECEIVE AND DISPOSE OF GRIEVANCES ONLINE**

- According to the statement released by Minister for Human Resource Development in 2012, our institution has already initiated Grievance Redressal mechanisms to address the complaints of students and faculty members.
- As per All-India Council for Technical Education (AICTE) it is mandatory (from February 2020) to put grievance redressal mechanisms in place so that “each institute is able to receive and dispose of grievances online.”
- The implementation of grievance redress portal will be helpful to address all the grievances in a time-bound manner. This will ensure transparency and students will be more benefitted.
- Our Institution is working effectively and timely with regard to redressal or settlement of the grievances raised by students and faculty members.
- Grievance Redressal cell member deals with all types of grievances, complaints including those received from Students, Faculty, and other Stakeholders.