

Student Grievances Redressal Mechanism

Student Grievances Redressal Committee

> The Committee details are available on our website Home Page > About > Committees

Functions and Responsibilities

- To provide a support system for students to address their grievances.
- To initiate proactive measures to redress the grievances of the students.
- To enquire into the grievances and suggest final action to be initiated at the institutional level for the redressal of the same.
- To get suggestions for improvement from students at regular intervals.

Process:

- A student may submit his/her grievance in writing, online using a link given in our website along with relevant details.
- The committee examines the matter by interacting with the concerned persons and reviewing the issue.
- After enquiry, suitable action for grievance redressal is recommended and communicated to the student.

Escalation Matrix - Students' Grievances

Level 1: Area Chairperson, Faculty / Faculty Mentors > Whom to Contact: Begin by discussing your issue with the concerned Area Chairperson, Faculty / Faculty Mentors or Chairperson - Students Welfare > They handle day-to-day academic, attendance, and administrative issues.

Level 2: Chairperson - Academics > Whom to Contact: If Level 1 does not provide resolution, escalate your concern to Chairperson - Academics

Level 3: Administrative Officer (AO) > Whom to Contact: Administrative Officer (AO) / Email: alpnala@pmlsdb.ac.in Contact: 8847554966

Level 4: Director > Whom to Contact: If the grievance is severe or remains unresolved, reach out to the Director's office. Email: director@lbsim.ac.in