

Grievance Redressal Procedure

1. Objective

The objective of the Grievance Redressal System is to provide a fair, transparent, and prompt mechanism for resolving grievances of students, faculty members, and staff of the institute.

2. Scope

The grievance redressal system deals with issues related to:

- Academic matters
- Examination and evaluation
- Infrastructure and facilities
- Harassment or discrimination
- Administrative issues
- Any other genuine complaint

3. Submission of Grievance

Grievances may be submitted through the following modes:

1. **Online Grievance Portal** available on the institute website.
2. **Written complaint** submitted to the Grievance Redressal Committee.
3. **Email submission** to the official grievance email ID of the institute principal@kist.ac.in.

The complainant must provide necessary details such as name, department, contact information, and a clear description of the grievance.

4. Registration of Complaint

After receiving the complaint:

- The grievance will be **registered in the Grievance Register**.
- A **reference number** will be issued to the complainant.
- The complaint will be forwarded to the **Grievance Redressal Committee**.

5. Review by Grievance Redressal Committee

The committee will:

- Examine the complaint.
- Conduct necessary inquiry if required.
- Interact with the concerned parties.
- Maintain confidentiality during the process.

6. Resolution of Grievance

The committee will attempt to resolve the grievance **within 7–15 working days** depending on the nature of the complaint.

Appropriate corrective actions will be recommended to the institute authorities.

7. Communication of Decision

The decision taken by the committee will be communicated to the complainant through:

- Email
- Official notice

8. Appeal Mechanism

If the complainant is not satisfied with the decision, he/she may submit an appeal to the **Principal / Head of the Institution** for further review.

9. Confidentiality

All grievances will be handled with strict confidentiality and without any discrimination or retaliation.