NOTICE

GRIEVANCE REDRESSAL COMMITTEE

- 1. A committee has been constituted to address the concerns / issues of the students.
- 2. The committee will consist of the following members:-
 - (a) Dr. Gagandeep Dhaliwal, Asst Prof of Pol Science
 - (b) Dr Vibhuti Jaswal, Asst Prof of Law
 - (c) Ms Prabhjot Kaur, Asst Prof of Law
- 3. Students who have any concern / issue can email at <u>info@ail.ac.in</u> which will be forwarded to the committee.
- 4. On receipt of the email pertaining to the issues of the students, the committee will analyze / discuss the issue and will give its comments / action required to the undersigned within 3-5 days from the date of receipt of mail.
- 5. Procedure to be followed for Grievance Redressal Mechanism is attached.

Sd/-(Dr Tejinder Kaur) Principal

1025/AIL/Adm/ 873 24 Jul 2024

Distr:-

All Committee Members Website Committee PA to Registrar Office copy

FLOW CHART

TIME BOUND GRIEVANCE REDRESSAL MECHANISM AT AIL, MOHALI'

Flow Chart		Running Time
Grievances to be addressed info@ail.ac.in	at email ID	
Grievance marked to Grievan Redressal Committee (GRC		Complaint Day (C-Day)
Investigation / consideration of by the GRC within 3-5 working		C+ 5 Days
П		
	nterim Reply by GRC to the Grievance Seeker	C+ 5/6 Days
Outcome Processed by GRC to Registrar / Principal for perusal and further consideration /investigation if required and disposal if no escalation required to Mgmt 3		C+7/8 Days
	Ţ.	
Escalation of Grievance to Mgmt		C+ 9 Days

S.No	Description	Running Time (working Days)
(a)	If no action required	Reply within 3-4 Days
(b)	Grievance Resolution By GRC and reply by GRC to grievance seeker	C+ 5 Days : Final or Interim Reply by C+5
(c)	Grievance Resolved at Registrar/ Principal Level with Recommendations of GRC and reply by GRC to grievance seeker	C+7/8 Days *
(d)	Grievance Escalated to Management	Interim Reply to Grievance Seeker By C+9 Days
(e)	Final Response	Within 2 working Days after receipt of directions from Mgmt

File Ref: 1025/AIL/SOP/2021