



S.A. COLLEGE OF EDUCATION

A Minority Institution, Run by Nalanda Minority Educational & Welfare Trust
(Recognised by Govt. of Bihar)

S.A. COLLEGE OF EDUCATION

Ref. No. :

Date : 10/12/2025

Online Grievance Redressal Mechanism (OGRM)

For BBA, BCA & MBA Programmes

1. Introduction

The Online Grievance Redressal Mechanism (OGRM) is established to provide a transparent, efficient, and student-friendly platform for addressing grievances of students enrolled in BBA, BCA, and MBA programmes. The mechanism ensures timely resolution of complaints related to academic, administrative, and personal issues while maintaining confidentiality and fairness.

2. Objectives

- To provide an accessible online platform for students to submit grievances
- To ensure prompt and impartial redressal of grievances
- To promote accountability and transparency in institutional processes
- To enhance student satisfaction and trust

3. Scope of Grievances

Students may submit grievances related to:

- Academic matters (teaching, evaluation, curriculum, attendance)
- Administrative issues (admission, fees, facilities, examinations)
- Infrastructure and facilities
- Student services and support


Secretary

S. A. College of Education
Silao (Nalanda)



S.A. COLLEGE OF EDUCATION

Institution of discrimination (as per institutional policies)

A Minority Institution, Run by Nalanda Minority Educational & Welfare Trust
(Recognised by Govt of Bihar)

4. Structure of the Grievance Redressal Committee (GRC)

Date: 10/12/2025

Ref. No.: 4.1 Composition

- Chairperson: SALMAN AKHTAR
- ABHISHEK KUMAR(BBA, BCA, MBA)
- RANU SINGH
- KOMAL SHAH

5. Online Grievance Submission Process

Step 1: Registration

Students log in to the institutional grievance portal using their official email ID and enrollment number.

Step 2: Submission of Grievance

Students fill out an online grievance form including:

- Personal details
- Programme and semester
- Nature of grievance
- Description and supporting documents (if any)

Step 3: Acknowledgement

An automated acknowledgement with a unique grievance ID is generated and sent to the student via email.

6. Grievance Handling & Resolution Process

- Grievances are categorized and forwarded to the concerned authority
- The Grievance Redressal Committee reviews the complaint



Secretary
S. A. College of Education
Nalanda (Nalanda)



S.A. COLLEGE OF EDUCATION

Necessary inquiry or discussion is conducted

A Minority Institution, Run by Nalanda Minority Educational & Welfare Trust

- Resolution is communicated to the student through the portal/email

(Recognised by Govt of Bihar)

- Timeframe for resolution: 7–15 working days

Ref. No. :

Date : 10/12/2024

7. Escalation Mechanism

If the student is not satisfied with the resolution:

- The grievance may be escalated to the Head of the Institution
- Further appeal may be made to the Institutional Grievance Cell / University as per norms

8. Confidentiality & Data Protection

- All grievances are handled with strict confidentiality
- Student data is protected as per institutional data protection policies
- Anonymous grievances may be considered on a case-to-case basis

9. Monitoring & Reporting

- Periodic review of grievances and resolutions
- Annual report on grievances submitted and resolved
- Continuous improvement based on feedback and trends

10. Conclusion

The Online Grievance Redressal Mechanism aims to foster a supportive academic environment by ensuring that student concerns are addressed promptly, fairly, and transparently, thereby contributing to institutional excellence.


Secretary

This mechanism is applicable OR website operational field to all students enrolled in BBA, BCA, and MBA programme

Silao College of Education
Silao (Nalanda)