



**RASHMI INSTITUTE OF AYURVEDA MEDICAL SCIENCES
& RESEARCH CENTER**

Sandur Road, Govindagiri, Kudligi - 583135, Vijayanagara Dist., Karnataka,

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Minutes of the Grievance Redressal Cell (GRC) Meeting

Date: 01-01-2025

Time: 11:30 am

Members Present: All GRC Members

1. Welcome Address & Introduction

The Chairperson welcomed all members and emphasized the importance of the **Grievance Redressal Cell (GRC)** in fostering a safe, transparent, and inclusive learning environment.

The GRC was reformed on **January 1, 2026**, to handle grievances related to **academic issues, faculty-student interactions, infrastructure, harassment, and administrative concerns.**

The meeting aimed to establish a formal grievance redressal process and ensure accessibility for all stakeholders.

2. Agenda of the Meeting

1. Formation of the **GRC structure and defining roles of members.**
2. Establishment of **grievance reporting and complaint submission mechanisms.**
3. Developing **Standard Operating Procedures (SOPs) for grievance redressal.**
4. Confidentiality and impartiality in grievance handling.
5. Timeline and escalation process for resolving complaints.
6. Awareness programs on **grievance redressal mechanisms.**
7. Periodic review and follow-up procedures.
8. Any other matter with permission of the chair.

3. Discussion & Decisions Taken

A. Formation of GRC & Responsibilities

- The roles of each **committee member** were defined.
- The **Representatives** were given a role in assisting complainants.

B. Grievance Reporting & Complaint Submission Mechanisms

- The following **channels for grievance submission** were approved:
 - **Dedicated Email ID** - principal.rashmiame@gmail.com for confidential complaints.
 - **Walk-in Complaint to the Coordinator or Faculty Representatives.**

C. Standard Operating Procedures (SOPs) for Grievance Redressal

- The **SOPs for grievance handling** were drafted:
 - **Step 1:** Acknowledgment of the complaint within **48 hours.**
 - **Step 2:** Preliminary review and categorization of grievances (academic, administrative, personal, harassment-related, etc.).



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- Step 3: Resolution within 10 working days for general issues and 30 days for complex cases.
- Step 4: Escalation to higher authorities or external experts if unresolved.

D. Ensuring Confidentiality & Impartiality

- It was agreed that complainants' identities would remain confidential.
- A no-retaliation policy was introduced to ensure safety for complainants.

E. Awareness & Promotion of Grievance Redressal Mechanism

- Orientation programs will be conducted to educate students and staff about their rights and grievance redressal procedures.
- Information about GRC procedures will be displayed on notice boards.

F. Follow-up & Periodic Review

- A quarterly review meeting was scheduled to assess the effectiveness of the grievance redressal process.
- A grievance resolution report will be submitted to the Principal/Dean every six months.

4. Conclusion & Action Points

The Chairperson summarized key decisions, stressing the need for a fair, transparent, and structured grievance redressal system. The following action points were finalized:

- Immediate implementation of the online and physical complaint system.
- Awareness to be scheduled for faculty, students, and staff.
- Establishing a student grievance help desk for on-campus support.
- Conducting regular GRC meetings to monitor and evaluate grievance redressal effectiveness.

The next GRC meeting was scheduled for 01-04-2024 to review progress and address any further developments.

The meeting concluded with a vote of thanks to the chair.

Prepared by: Dr. Jairam K V

SL NO.	NAME	DESIGNATION	Portfolio	Signature
1	DR. H M HARISHA	Principal	CHAIRMAN	
2	DR. KOTRESH B V	Dean, Professor & HOD, Dept. of Dravyaguna	CO ORDINATOR	
3	DR. BHAVANI PUJAR	Associate Professor, Dept. of Agada Tantra	MEMBER	

Principal
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