

Grievance Redressal Process

- A. Grievance is received through post / mail
- B. Grievance is endorsed to the officer under Grievance Cell for disposal.
- C. If enquiry is required, respective officer is entrusted to conduct enquiry and submit enquiry report.
- D. On the basis of supportive documents and enquiry report, the proposal for grievance redressal is placed to the Officer.
- E. The grievance is redressed by the appropriate authority in the hierarchy.