



# PODDAR BUSINESS SCHOOL

Online Grievance Redressal Mechanism

Poddar Business School (PBS)

## 1. Introduction

Poddar Business School (PBS) is committed to maintaining transparency, fairness, and accountability in all institutional processes. To ensure that the concerns of students, faculty members, staff, parents, and other stakeholders are addressed promptly and effectively, the institution has established an **Online Grievance Redressal Mechanism (OGRM)**.

The mechanism provides a structured, technology-enabled system through which stakeholders can submit grievances and receive timely resolutions while maintaining confidentiality and procedural fairness.

This system is aligned with national regulatory guidelines and international best practices in higher education governance.

## 2. Objectives of the Mechanism

The Online Grievance Redressal System aims to:

1. Provide a transparent, accessible, and efficient platform for submitting grievances.
2. Ensure fair and impartial resolution of complaints.
3. Promote institutional accountability and good governance.
4. Protect the rights and dignity of students, faculty, and staff.
5. Encourage a culture of dialogue, feedback, and continuous improvement.
6. Ensure grievances are addressed within defined timelines.

## 3. Scope of the Grievance System

The mechanism covers grievances related to:

### Academic Issues

- Evaluation and examination concerns
- Academic misconduct
- Teaching quality
- Course delivery and curriculum

### Administrative Issues

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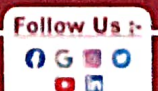
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- Fees and financial matters
- Infrastructure facilities
- Hostel and transport services

## Student Welfare

- Harassment or discrimination
- Student services
- Counseling and mentoring issues

## Staff and Faculty Issues

- Workplace concerns
- Professional conduct
- Administrative grievances

## Other Institutional Matters

- Policy implementation
- Service delivery delays
- Campus facilities

However, grievances related to sexual harassment shall be handled separately by the Internal Complaints Committee (ICC) under the guidelines of the Sexual Harassment of Women at Workplace Act.

## 4. Stakeholders Eligible to File Grievances

The following stakeholders may use the Online Grievance Portal:

- Students (PG)
- Faculty members
- Administrative staff
- Parents or guardians
- Alumni
- Visitors and other stakeholders

## 5. Structure of the Grievance Redressal System

### Institutional Grievance Redressal Committee (IGRC)

The grievances will be examined by the Institutional Grievance Redressal Committee (IGRC).

### Composition:

#### Chairperson

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Dr. Saurabh Mohan Joshi, Director, Poddar Business School

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## Members

- Senior Faculty Representative (Professor): Dr. Nimit Gupta  
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- Faculty Representative: Dr. Swapna Shrimali  
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- One Student Representative: Mr. Piyush Agarwal  
Mobile: 6377150314; email: [pgdm24.piyushagarwal@poddarinstitute.org](mailto:pgdm24.piyushagarwal@poddarinstitute.org)

## 6. Online Grievance Submission System

PBS shall maintain a dedicated Online Grievance Portal accessible through the institutional website.

### Steps for Filing a Grievance

1. Visit the PBS Website – Grievance Portal [www.poddarbschool.com/](http://www.poddarbschool.com/)
2. Register using institutional email or mobile number
3. Fill the **online grievance form/message**
4. Select grievance category
5. Upload/Paste supporting documents (if any)
6. Submit grievance

After submission:

- The complainant will receive an acknowledgment via email/SMS.

## 7. Processing of Grievances

The grievance shall be processed through the following stages:

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### Stage 1: Initial Scrutiny (Within 3 Working Days)

The Member Secretary will:

- Review the grievance
- Verify supporting documents
- Forward the case to the concerned authority or IGRC

### Stage 2: Investigation (Within 7–10 Working Days)

The committee may:

- Seek clarification from concerned departments
- Conduct meetings or hearings
- Review documentary evidence

### Stage 3: Decision and Resolution

The committee shall:

- Provide recommendations
- Decide corrective actions
- Communicate resolution to the complainant

### 8. Timeline for Redressal

Stage	Timeline
Acknowledgment of grievance	48 hours
Initial scrutiny	3 working days
Investigation	7–10 working days
Final resolution	Within 15 working days

### 9. Confidentiality and Ethical Considerations

The institution ensures:

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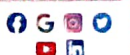
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- Protection against retaliation
- Respect for privacy
- Ethical investigation processes

All members involved must maintain strict confidentiality.

## 10. Monitoring and Reporting

The institution will maintain:

- Digital records of grievances
- Resolution tracking system
- Monthly grievance reports

An annual grievance analysis report shall be submitted to institutional leadership for policy improvement and governance enhancement.

## 11. Awareness and Accessibility

To ensure effective utilization:

- Grievance portal link shall be available on the PBS website homepage
- Orientation sessions will inform students and staff about the mechanism
- Information will be included in the Student Handbook and Faculty Manual

## 12. Review of the Mechanism

The Online Grievance Redressal Mechanism shall be reviewed annually to incorporate feedback, regulatory updates, and technological improvements.

## 13. Implementation

This mechanism shall come into effect from February 2026 and shall apply to all stakeholders of the institution.

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