Standard Operating Procedure (SOP)

```
                      ┌─────────────┐
                      │    Start    │
                      └──────┬──────┘
                             │
                             ▼
               ┌─────────────────────────┐
               │  Student has a grievance │
               └────────────┬────────────┘
                            │
                            ▼
               ┌─────────────────────────┐
               │ Forward grievance to     │
               │ competent authority      │
               │ through proper channel   │
               └────────────┬────────────┘
                            │
                            ▼
                         ◇ Grievance addressed satisfactorily? ◇  ──── Yes ────►
```

Start

Student has a grievance

Forward grievance to competent authority through proper channel

Grievance addressed satisfactorily?   — Yes

NO

Raise a Grievance by any of the below methods:

Online, Send E-mail, Use suggestion Box

- Register the Grievance
- Plan a GRC-students Meeting.
- Recommendations are forwarded to the concerned authority
- Report on the grievances.

Result is communicated to the student

Finish