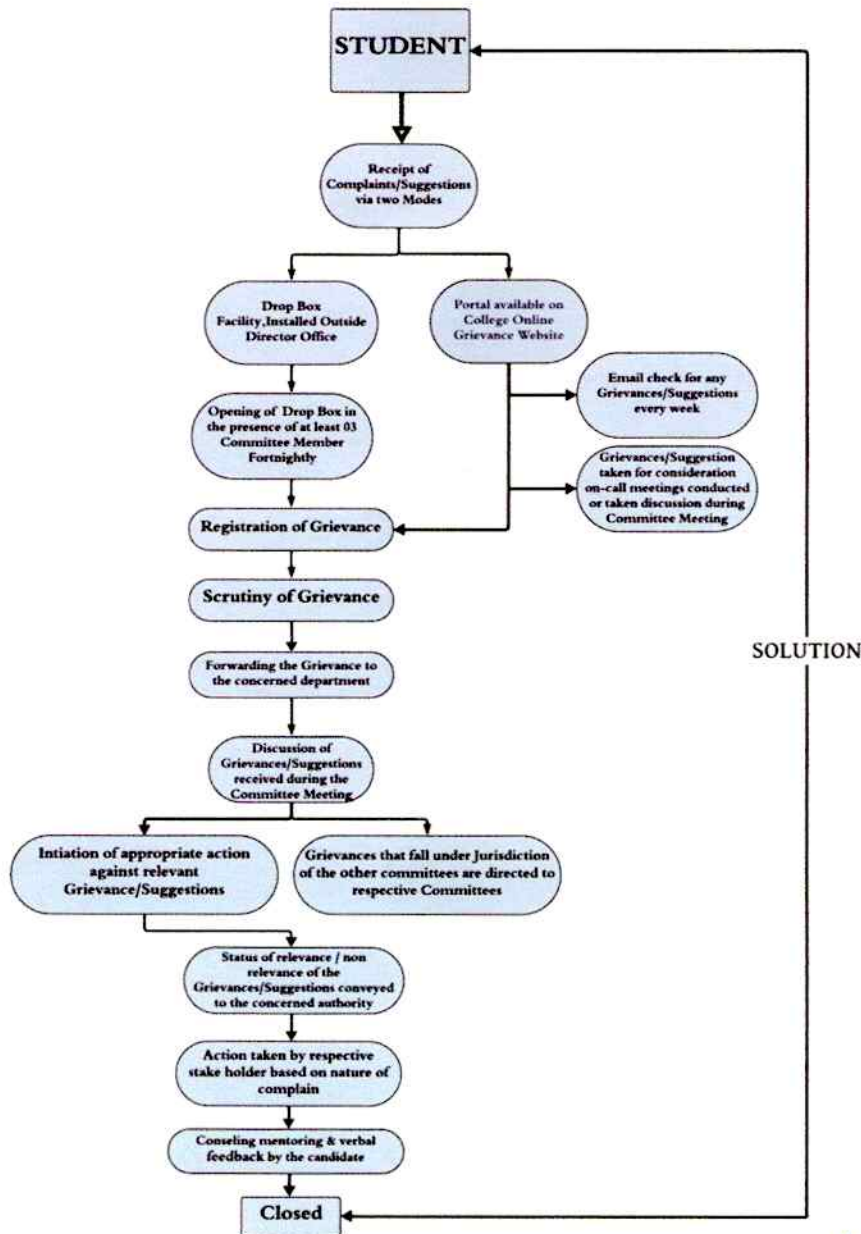


## Mechanism of Grievance Redressal Committee

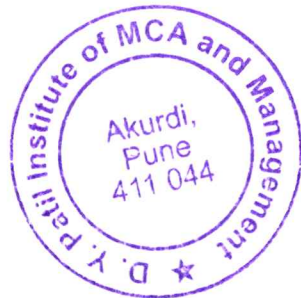


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**Time Line for Procedure of Grievance Redressal**

Sr. No.	Step	No. of Day	Remark
01	Raise of Grievance	15 days from happening of the Incident	Complaint should be filed within time by Complainant
02	Receipt of Complaint	01 Day	Same day
03	Scrutiny	02 Days	Scrutiny based on sensitivity and validated the Complaint
04	Complaint found In-Valid	02 Days	Communicated to the Complainant and close of Grievance
05	Complaint found Valid	02 Days	Escalate to appropriate Committee
06	Recommendation of Committee	03 Days	Conduct hearing and place recommendations for further actions
07	Corrective Measures	07 Days	Appropriate Corrective actions and inform to committee
08	Disposal of Complaint	01 Day	Corrective actions communicated to the Complainant and close of Grievance



  
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