

GAURI SAMRIDHI WELFARE SOCIETY (GSWS)
Official Grievance Redressal Policy & Mechanism

Document Ref. No.: GSWS/GRV-POL/2026/GRV-03

1. Submission & Registration Channels

- **Official Portals:** Any participant, candidate, or affiliated institutional authority may submit a formal complaint or inquiry directly via email to help.gswelfare@gmail.com or through the dedicated Grievance & Tracking Desk on the official website (<https://gswelfareresearchorg.live/>).
- **Mandatory Details:** Complaints must include the complainant's full name, registered enrollment/ticket number, contact details, and a clear description of the concern to ensure efficient administrative processing.

2. Tracking & Token Allocation

- **Unique Tracking Token:** Upon successful submission, every logged grievance is automatically generated and assigned a unique Grievance Token Number (e.g., GSWS/GRV/YEAR/TK-XXXX).
- **Official Reference:** The assigned token number must be cited in all subsequent communications for real-time status tracking and record verification.

3. Time-Bound Review & Resolution Framework

- **Administrative Review:** All registered grievances are forwarded to the Grievance Redressal Officer (GRO) and reviewed in a transparent, time-bound, and systematic manner.
- **Written Disposition:** A formal written resolution or status update will be communicated directly to the complainant's registered email address within a standard administrative window.

4. Escalation Matrix to the President's Desk

- **Higher Appeals:** If a participant remains dissatisfied with the initial resolution provided by the support desk, the matter may be formally escalated.
- **Presidential Intervention:** Appeals should be addressed directly to the President of the Society via email at help.gswelfare@gmail.com by quoting the original Grievance Token Number and specifying the grounds for escalation. The decision of the Executive

Committee/President shall be final and binding.

By Order of the Administration,
Gauri Samridhi Welfare Society (GSWS)

