

4. Online Grievance Form:

In addition to the physical Help Desk, institutions must provide an "online grievance form" accessible through their official website.

- This form should allow students, parents, and visitors to raise issues online. The institution must monitor and address these grievances in a timely manner.

The online platform should provide automatic updates to the complainants on the status of their grievance, with a provision for escalation.

AI-driven chatbots and virtual assistants will be deployed to provide quick responses to frequently asked questions from students, parents, and the public have to be deployed.