

7.5 Timeline Adhered to in Filing Replies for Court Cases, RTI Applications, and Public Grievances

Introduction

RKMV Shimla is committed to upholding transparency and accountability in all its operations. We diligently adhere to the timelines specified in the Right to Information (RTI) Act of 2005, as well as respond promptly to public grievances received through various channels, including Mukhyamantri Seva Sankalp 1100 and the Centralized Public Grievance Redress and Monitoring System (CPGRAMS). This commitment ensures that we maintain an open and responsive dialogue with the public and relevant authorities.

RTI Applications

In the academic year 2023-24, RKMV did not receive any RTI applications specifically related to our institution. However, we did receive two general inquiries pertaining to RTI from the Directorate of Higher Education. We promptly shared the requested information with the concerned authority within the stipulated time frame, reflecting our dedication to compliance with the RTI Act.

Public Grievances

Our college recognizes the importance of addressing public grievances efficiently. We have established robust mechanisms for handling complaints and inquiries received through Mukhyamantri Seva Sankalp 1100 and CPGRAMS. The process involves the following steps:

1. **Receipt of Grievance:** All grievances are logged upon receipt to ensure systematic tracking.
2. **Assessment and Action:** The relevant departments assess the nature of the grievance and take necessary actions to resolve it. This may involve consultation with faculty, administrative staff, or other stakeholders.
3. **Timely Response:** RKMV adheres to the timelines set forth in the respective grievance handling frameworks, ensuring that responses are provided promptly to maintain public trust and satisfaction.

Conclusion

RKMV Shimla remains steadfast in its commitment to transparency and responsiveness. By adhering to the timelines specified in the RTI Act and effectively managing public grievances, we foster a culture of accountability and service. Our proactive approach not only ensures compliance with legal requirements but also enhances our reputation as a trusted educational institution dedicated to serving the needs of our students and the community at large.