

Grievance Mechanism

Grievance Redressal Committee

Grievance Redressal mechanism is a fundamental part of any organization. It is the accountability of the Institute Administration to offer a safe, sound and pleasant surroundings to all its Staff and Students. The Grievance Redressal Committee has been created in the institute as per the AICTE guidelines to sort out the grievances of both the staff and the students if anyone face.

Director are forwarded to the received grievance towards Grievance Redressal Committee members to identify and clarify the grievance lean on genuineness of the subject.

The Grievance Redressal Committee has been constantly determined to conduct all feasible efforts for maintaining amicable and conducive atmosphere to all.

Staff can sent their grievances through mail

Objectives of the Grievance Mechanism:

1. To provide a structured platform for addressing complaints related to academic, administrative, or personal issues.
2. To promote a transparent and accountable process for resolving conflicts.
3. To maintain harmony and discipline within the college community.
4. To protect the rights and dignity of all stakeholders.

Types of Grievances:

- **Academic Grievances:** Issues related to marks, exams, unfair treatment by faculty, etc.
- **Administrative Grievances:** Concerns regarding facilities, fees, scholarships, or hostel accommodations.
- **Behavioral Grievances:** Complaints involving harassment, discrimination, or misconduct by peers or staff.
- **Other Grievances:** Any other concerns impacting the well-being or academic progress of a student.

Grievance Redressal Committee:

Colleges generally establish a **Grievance Redressal Committee (GRC)** comprising faculty members, administrative staff, and student representatives. The committee is responsible for:

- Receiving and reviewing complaints.
- Conducting impartial investigations.
- Suggesting appropriate actions or resolutions.
- Ensuring confidentiality and non-retaliation.

Procedure for Filing a Grievance:

1. Submission of a written complaint (offline or online) to the committee or through a designated grievance portal.
2. Acknowledgement and preliminary review of the complaint.
3. Investigation and discussion with concerned parties.
4. Resolution and communication of the decision to the complainant.
5. Option for appeal if the resolution is unsatisfactory.

Importance:

- Encourages a culture of trust and openness.
- Enhances the effectiveness of institutional governance.
- Helps in early conflict resolution and reduces escalation.
- Promotes mental well-being and academic success.

Functions of the Grievance Redressal Committee

- To recognize and collect written grievances from students and staff.
- To generate and execute a mechanism to deal with the communicated grievances.
- To pass on the conclusion to the Management if necessary for further action after scrutiny of the grievance.
- To pay attention, complete required documentation and examine the grievances submitted to committee by the Staff and Students for conducting take essential steps without delay.
- To focus on the grievances as per nature and realism for eliminating any chances of critics comment .
- To correspond to the grievances with the associated section which may comprise maintenance, cleanliness, academic, facilities etc.
- To conduct meetings on specific time interval to talk about status of received grievances like solved or still pending.
- To construct a follow-up of received grievances at specific time interval until the grievance is disposed.
- To preserve firm secrecy of received grievance, if necessary.
- **Exam Redressal Grievances**