

GRIEVANCE REDRESSAL POLICY

Establishment of a Grievance Redressal Committee

In order to comply with the AICTE Regulation F. No. 37-3/Lega112012,— in order to ensure transparency by Technical institutions imparting technical education, in admissions and with Paramount Objective of preventing unfair practices and to provide a mechanism to innocent students for Redressal of their grievances. “Grievance Redressal Committee” of our institution has been constituted to inquiry the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the Redressal of the same. The College has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Redressal Committee or Principal. Objective:- The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- **The dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student teacher relationship etc.**
- **Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.**
- **Suggestion / complaint Box have been installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.**
- **Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.**
- **Advising All the Students to refrain from inciting Students against other Students, teachers and College administration**
- **Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.**

Procedure:-

- **The students may feel free to put up a grievance in the format attached and drop it in boxes placed at conspicuous locations.**
- **The Student or Person, who are willing to launch any complaints, shall send their representation for redressal of their grievance to the Grievances Redressal Committee. All aggrieved parents and the stockholders may also thenceforth approach to the Grievance Redressal Committee.**

All Head of Departments of Institution & Principal / Director are the members of Grievance Redressal Committee.

BITS/GLOBUS GROUP OF INSTITUTIONS

COMPLAINT NUMBER:(official use only).....

DATE:.....

To

GRIEVANCE REDRESSAL COMMITTEE
REGISTRAR OFFICE

NAME OF STUDENT/STAFF
ENROLLMENT NUMBER
NAME OF INSTITUTION
NAME OF DEPARTMENT

COMPLAINT DETAILS

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SIGNATRE OF STUDENT

MOB.NO.....

RECEIVED BY

NAME

DESIGNATION

DEPARTMENT