

Date 01.07.2022

Grievance Redressal Policy

Preamble:

The institute has many Stakeholders such as students, parents, faculty, visitors, dealers, employers, alumni, controlling authorities, and management, etc. All of them are connected to the institute for some purpose or the other. While dealing with the institute, if stakeholders are not satisfied with the procedure, behavior, decision, etc., they would always like to raise their grievances with the higher authorities to seek a fair solution. If it is not sorted out, they may even adopt a legal course which is a time taking process. Moreover, it may cause damage to the reputation of the institute. It is therefore obligatory for the institute to resolve their genuine grievances on merit as early as possible at the institute level and provide them natural justice if injustice is caused to them. AICTE has also notified the regulation for the establishment of the grievance Redressal committee for AICTE-approved technical institutions.

Type of Grievances:

“Grievance” or “Complaint” includes any communication expressing dissatisfaction, harassment, rude behavior, over-delay in setting right the issue, and so on. These grievances may be of the following types:

Academic: Curriculum, teaching process, timetable, etc.

Assessment: CAE, TAE, End Semester, Continuous assessment, Evaluation, etc.

Attendance: Improper record, Detention, Correspondence with parents, etc.

Harassment by fellow students/teachers: Physical, mental, financial, etc.

Harassment of Women at the Workplace:

Harassment on caste, religion, and physical disability:

Victimization by faculty or by the institute:

Library services

Infrastructure facilities such as water coolers, fans, lights, etc.

Housekeeping issues- Cleanliness of classrooms, laboratories, lavatories etc.

Security issues: Thefts etc.

Any other issue of dissatisfaction

Objectives of Grievance Redressal Mechanism:

- a) The main objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the Institute.



- b) To develop an organizational framework to resolve the Grievances of Students and other stakeholders
- c) To provide natural justice to the complainant.
- d) To provide fair treatment to all stakeholders.
- e) To provide a platform for promptly resolving grievances fairly and equitably.
- f) To improve the satisfaction level of the stakeholders.
- g) To provide easy access to stakeholders to sort out their grievances.
- h) To make a fair and transparent system available to the stakeholders.

Methods of Raising Grievances:

A grievance can be raised by any one method of the following.

- a) Online through the web portal.
- b) Submitting a complaint in writing to the Principal or any member of the Committee.
- c) By email sent to the Chairman or any member of the committee.
- d) Through class representative.

Record keeping:

- a) Record of all grievances shall be maintained by the Member Secretary of the committee.
- b) The grievance shall be transferred to the concerned authority such as HoD, Dean, CoE, TPO, Librarian, Anti-ragging Committee, or ICC.

Levels of Resolving Grievances:

- a) Initially, the grievance will be directed to the concerned HoD / Dean / TPO / CoE / Librarian.
- b) If the grievance is not resolved or the complainant is not satisfied, the matter will be dealt with by the Principal.
- c) If the Principal feels it necessary to appoint a committee to investigate the grievance, he may do so.


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