

Alva's Institute of Engineering & Technology
Moodbidri



POLICY ON GRIEVANCE REDRESSAL

VERSION 1.0

June 2015

Document Number: AIET/GRE - 08

Change history:

Sl. No.	Date	Section No.	Change Description	Reason for Change	Section Revision No.	Current Document Version No.
1	15 Jun 2015	-	-	-	--	1.0

Date of release by IQAC: 15 Jun 2015

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Date: 12 May 2015	Date: 27 May 2015	Date: 13 Jun 2015

POLICY ON GRIEVANCE REDRESSAL

1. PURPOSE

To provide a Policy Framework for the students and staff of Alva's Institute of Engineering and Technology (AIET) to resolve grievances in a fair, unbiased and time-bound manner and to be attentive and responsive to the views of students and staff to create a conducive environment for quality education on a continuous basis.

The Grievance Redressal Policy is instituted so as to make the students and staff of the Institute aware of the Grievance Handling Mechanism at AIET.

2. DEFINITIONS

“College/Institute” means Alva's Institute of Engineering and Technology (AIET), Mijar.

“Aggrieved Student” means a student who has any complaint on matters concerned with the grievances as defined under the Policy Framework;

“Student/s” means students of Under-Graduate and Post-Graduate program of AIET

“Staff” means teaching and non-teaching employees of the Institute.

“Grievance Redressal Committee” means the designated persons empowered to make decisions under this Policy.

“Grievance” means a documented manifestation of dissatisfaction of a student and staff. Such dissatisfaction, if left unaddressed and unresolved, could endanger the mission and objectives of the organization and damage its reputation.

3. SCOPE

Protection of human rights is essential for all round development of an individual's personality to realize the primary needs of the students and staff and secure civil liberties for everybody; in this view a Grievance Redressal cell has been constituted. The cell is indented to find solutions for problems like sexual harassment, any kind of physical or mental harassment, complaints regarding

class room teaching, class room management, completion of syllabus, teaching methods etc, if and when they arise. The grievance Redressal cell convenes meetings periodically and takes steps to redress the grievance.

The Grievance Handling Policy is designed to maintain harmonious relationships among all stakeholders specially the students, the staff and the management within the Institute. The directives of the Policy Framework are designed in a structured and considerate manner to enable students and staff to address their grievances in an amicable and fair manner.

4. OBJECTIVES

- a. To address the grievances of the students and staff without any prejudice within a time-bound manner and provide a suitable redressal mechanism within the ambit of the Policy Framework of the Institute.
- b. To use positive and pragmatic approach to solve problems to build trust among stakeholders and earn goodwill for the Institute.
- c. To be sensitive towards the aggrieved students and staff and maintain utmost confidentiality of the inquiry proceedings.
- d. To document the inquiry proceedings.

5. COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEE

The institute will adhere to the following policy guidelines for effective, unbiased and timely-redressal of grievances.

5.1 Grievance Redressal Committee will be formed at two levels:

- a. Institute Grievance Redressal Committee comprises of:

Name	Appointed as
Principal	Chairperson
Senior Faculty	Member Convener
Faculty Representative	Member
Administrative Officer	Member
Final year Student	Member

- b. Central Grievance Redressal Committee comprises of:

Name	Appointed as
Chairman of Foundation	Chairperson

Managing Trustee	Member
Principal of AIET	Member Convener
Principal of Sister Institution	Member
Senior Faculty	Member

6. Functioning, Roles and Responsibilities

- 6.1 The Institute shall facilitate the aggrieved student/s and staff to register their grievances through online and offline mode (drop box).
- 6.2 The Institutional Committee shall periodically gather all the complaints and initiate inquiry.
- 6.3 The member convener of Institutional committee along with its members will gather the complaints, consolidate and send the meeting invitation to all the concerned.
- 6.4 After thorough investigation, based on facts, appropriate action need to be initiated in time-bound manner.


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SOP: GRIEVANCE REDRESSAL CELL

1. Procedure for lodging complaint: The students / staff may feel free to put up a grievance in online (link) /drop boxes.

2. Procedure for Redressal of Grievances:

- a. The Grievance Cell periodically (once in 15 days) meet and consolidate online/drop box complaints as received and initiates inquiry.
- b. The types of grievance and the mechanism to handle the same is given below:
 - Academic: Dean Academics/HoD are pooled in the investigation and opinion is sought.
 - Facility: Administrative Officer shall take up the issue, check for feasibility and address the issue.
 - Hostel: These grievance shall be forwarded to hostel committee for further enquiry and necessary action.
 - Personal: These grievances shall be discussed and resolved in mentorship or will be forwarded to counselling cell if required.
 - Sexual/physical/mental Harassment: These grievances shall be forwarded to Prevention of Sexual Harassment Committee / Discipline Committee / Counselling cell.
- c. If the complainant is not satisfied with the Redressal offered by the Institute level committee and feel that his/her Grievance is not redressed, he/she can submit an appeal to the central grievance Redressal committee within a week from the date of receipt of decision with the relevant details.
- d. While dealing with the complaint the committee at all levels will observe law of natural justice and hear the complainant and concerned people.
- e. While passing an order on any Grievance at any level the relevant provisions of Act/Regulations should be kept in mind and no such order should be passed in contradiction of the same.

3. Exclusions in Scope:

The grievance Redressal cell shall not entertain the following issues:

- Decisions of the executive council, academic council, board of studies and other administrative or academic committees constituted by the university.
- Decisions with regard to award of scholarship, fee concessions, medals and the like.
- Decisions made by the university with regard to disciplinary matters and misconduct.



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