

BGS Institute of Technology

BG Nagara – 571448, Nagamangala Taluk, Mandya District, Karnataka, INDIA.

Website: www.bgsit.ac.in



Policy Document **Grievance Redressal Cell**



Preface

BGS Institute of Technology, BG Nagar has been upholding and uplifting the stakeholders in realizing their potential in all spectrum of professional life. Ever since the inception of the Institute by proven academicians, the institute is strategizing, devising and establishing various schemes in all practices of the institute, those are intended towards advocating right morality and positive attitude in all walks of life.

Even when all elements of the system are in place, the possibility of human error of judgment does have the potential of disrupting the right motives of the system as well cause substantial harm to the integrity of an individual and the system as a whole.

In order to ascertain that such of disruptive roots are not nourished and to address all elements which otherwise would not realize full potential, the institute has established **Grievance Redressal Cell**.

The **Grievance Redressal Cell** of BGS Institute of Technology, BG Nagar develops a responsible and positive attitude among students, staff and other stake holders in order to maintain a harmonious and conducive educational atmosphere.



Dr. Ravikumar G K

Chairman, Grievance Redressal Cell



Dr. B K Narendra

Principal

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1. Grievance–An Introduction

Grievance means a complaint that includes any kind of discontent or dissatisfaction or negative perception, arising out of anything connected with institute that a student or parent or staff member thinks, believes, or even feels, is unfair, unjust or inequitable. Grievance is a wrong or hardship suffered, whether real or supposed, which forms legitimate grounds of complaint.

At any instance of stay in the institute, the spectrum of issues that may bother one's wellbeing both physically and mentally, that disturbs efficacy and any one with such undergoing is termed as aggrieved.

1.1 Grievant

Grievant means a student, parent, staff member or group of students or parents or staff members submitting the grievance having undergone any kind of incidents caused by other elements of the institute that potentially disturbs normal mindset in the working pattern.

1.2 Causes for Grief

The causes of grief could be any aspect that prohibits an individual from performing to one's full potential. The causes may include those that are explained earlier.

1.3 Grievance Redressal

While the term "Grievance Redressal" primarily covers the receipt and processing of complaints from Stakeholders, a wider definition includes actions taken on any issue raised by them to avail services more effectively in order to perform to their full potential.

2. Government's Clause

The Ministry of Human Resources Development (MHRD), Government of India has emphasized that there is need of structured mechanism for online registration as well as disposal of the Grievances of students/Faculty/stakeholders in every institution approved by AICTE:

In view of the above, institution has put in place an online mechanism for registering and disposing of Grievances. The outcomes to be fulfilled are as follows

- Each of the Institutions should have a notice board/flex board fixed near the office of the Head, indicating the details of online Grievance Redress Mechanism i.e. URL of the online Grievance Redressal Portal, names, contact nos. and e-mail IDs of members of the Grievance Committee,

to ensure publicity/ awareness of the establishment of Grievance Redress Mechanism/Students Grievance Portal.

- The performance of the Grievance Redress Mechanism at the point of arising of the Grievance, i.e. Institution may be taken into account by the Accreditation Agencies.
- The Council shall take into account the performance of the Grievance Redress Mechanism at the point of origin of the Grievance, i.e. Institution, at the time of renewal of their permission/approval every year.

3. BGSIT GRIEVANCE REDRESSAL CELL

As per the guidelines of AICTE, the **Grievance Redressal Cell** of BGS Institute of Technology, BG Nagar (GRCBGSIT) has been established to develop a responsible and positive attitude among students and other stake holders in order to maintain a harmonious educational atmosphere.

The Grievance Redressal Cell (GRC) categorizes, analyzes the merits of the grievance, and forwards the grievance to the respective department/section/institute/individual requesting him/her/them to enquire into the grievance.

The cases will be attended promptly on receipt of written/e-mailed grievances from the students and other stake holders directly. The cell formally will review all cases and will act accordingly.

The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

3.1 Vision & Mission

Vision:

1. To facilitate development of youth as nation-builders through higher education.
2. To inculcate critical thinking among teachers and students.
3. To install the principles of democratic values, tolerance, empathy, compassion and sensitivity so that students become responsible citizens.
4. To provide affordable and quality education to students across sections of the society.
5. To create individuals having knowledge alongside human values.

Mission:

1. To adapt and grow with changing times and ideas of the new world.
2. To train students to develop critical thinking using several pedagogical tools.
3. Through institutional practice encourage students to follow law of the land.
4. Using latest learning resources equip students with adequate knowledge to compete in the present employment setup.
5. By adopting several formal and informal modes of communication sensitize the students towards Environment, Gender, Human Rights and Social Justice.
6. To create an atmosphere of camaraderie and composite culture for effective integration of students coming from diverse regional and social backgrounds.

3.2 Cell Members

Sl. No	Name	Designation	Role	Contact Number
1	Dr. Ravikumar G.K	Professor& Head, R&D	Chairperson	9972094249
2	Dr. Mahadevaiah T	Professor & Head, Dept. of CV	Member	9900250327
3	Dr.Yuvaraja B K	Associate Professor, Basic Sciences	Member	9743859958
4	Mrs. Prabhavathi K	Assistant Professor, Dept. of ECE	Member	9019456669
5	Mrs. Kavitha B C	Assistant Professor, Dept. of ECE	Member	9632422988
6	Mr. Shankara S R	Assistant Professor, Basic Sciences	Member	8095380081
7	Mr. Sunil R	Assistant Professor, Dept. of CV.	Member	9964228286
8	Mr. Purushotham	Assistant Professor, Dept. of MBA	Member	9036938881
9	Ms. Nischitha K M	Assistant Professor, Dept. of ME	Member	7406504526
10	Mrs. Arpitha K	Assistant Professor, Dept. of CSE	Member	9880958203
11	Mrs. Ramya Rani H V	Assistant Professor, Dept. of ME	Member	9986347755
12	Mr. Siddharth B K	Assistant Professor, Dept. of CSE	Member Secretary	9620151272
13	Mrs. Kavitha H M	Research Scholar	Member	7760402529
14	Ms. Sindhu D	Assistant Professor, Dept. of CSE	Member	8884397898

3.3 Organization Structure

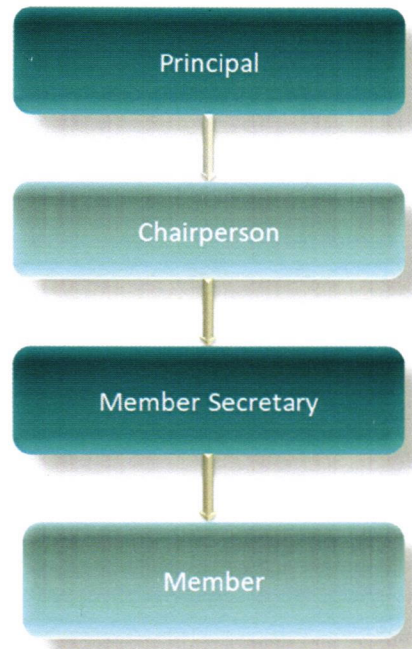


Figure 1: Organization Structure

3.4 Aim

1. To formulate the policy to investigate and review complaints or grievances of students and faculties.
2. To create awareness of availability of members for students and faculties to report grievances.
3. To investigate the cause of grievances.
4. To ensure effectual solution depending upon the gravity of that to maintain a fair, unbiased and consistent system for redressal of various issues faced by the students.
5. To ensure strict confidentiality so that students approach the Grievance Redressal Cell without the fear of any vindictive activity.
6. To maintain a conducive atmosphere and relationship between the students and faculty without giving any chance to widen the gap between them that may arise because of certain simple misunderstandings.
7. To ascertain that immediate suitable actions are taken by addressing the faculty or by requesting the management depending upon the nature of grievance.

3.5 Objectives

- ✦ 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:
- ✦ Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and 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.
- ✦ Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

3.6 Scope

The committee will deal with Grievances received in writing from the students about any of the following matters.

- Academic Matters: Related to the teaching, conduction of internal assessment test, award of internal marks and conduct of lab examinations and behavior of student - staff on daily basis.
- Non-Academic Matters: Related to certain misgivings about conditions of sanitation, Preparation of food, availability of transport, victimization by teachers, etc.
- Any other matter/issue deemed to cause any kind of grievance amongst the stake holders.

4. Procedure for lodging complaint

The complainant may approach (personally or through written request/e-mail) or any of the committee members of the Cell. Alternatively, complaints can be submitted along with the necessary documents to grc@bgsit.in or in the complaint gateway of the institute's website: www.bgsit.ac.in upon submission, as required, that grievant shall present the case in front of the committee.

5. Redressal Mechanism

The complaint management mechanism is carried out in three levels in the institution. Received grievances are referred to different levels depends upon the gravity and importance.

Level-1: The GRCBGSIT shall review the grievance received and make an assessment of the gravity of the complaint. If the GRCBGSIT deems that the grievance could be redressed at the department level, the same shall be forwarded to the respective head of the department to resolve the grievance within 7 working days. The head of the department to which the grievant belongs to shall then submit the report of actions taken at the department level. The actions could be Redressal of the grievance or non Redressal of the grievance. The GRCBGSIT shall then declare that grievance has been redressed at the department level by taking the consent of the grievant within a total of 10 working days from the receipt date of the grievance.

Level-2: GRCBGSIT shall redress the grievance such as if the Grievant is not satisfied by the said Redressal at the department level and the grievance does not fall in the department's scope. Depending on the nature of the grievance the chairman of GRCBGSIT shall form the enquiry team within 2 days from the grievance received in to level-2, comprising of the members of GRCBGSIT. The enquiry team shall then inquire in to the grievance and submit their findings and recommendations to the chairman within 7 working days from the formation of the enquiry team. The recommendations shall then be put up for discussion and conclusion of the case in the GRCBGSIT meeting. The GRCBGSIT shall then declare that grievance has been redressed at the committee level by taking the consent of the grievant and upon the approval of the Principal within 15 days from the grievance received in to level-2.

Level-3: Principal shall redress the grievance if the grievant is not satisfied by the said Redressal at the committee level. All the proceeding of the Grievance mechanism will be suitably documented and recorded.