



**G.L. BAJAJ**

**INSTITUTE OF TECHNOLOGY AND MANAGEMENT**  
PLOT NO. 2, KNOWLEDGE PARK-III, GREATER NOIDA

## **GRIEVANCE POLICY**

(Approved in the 20th BOG meeting held on 19-05-2018 vide agenda Item no. 20.8)

**Registrar**

**G.L. Bajaj Institute of Technology & Management**  
Plot No. 2, Knowledge Park - III,  
Greater Noida - 201306 (U. P.)

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Managed By	: Rajiv Memorial Academic Welfare Society, Mathura
Approved By	: All India Council for Technical Education, New Delhi
Affiliated To	: Dr.A.P.J. Abdul Kalam Technical University, Lucknow

# Grievance Policy

The institute has a clearly defined policy for addressing grievances to provide redressal for any type of complaint. The Grievance Redressal Committee (GRC) oversees the formation of several committees, including the Women Grievance / Anti-Sexual Harassment Committee, Anti-Ragging Committee, and Caste-Based Discrimination Prevention Committee. These committees are responsible for addressing grievances and taking necessary actions.

## 1.1 Grievance Redressal Mechanism (GRM)

The process of Grievance Redressal has been implemented in GLBITM as a means of managing and governing the institution. The concept of "Grievance Redressal" pertains to the handling and resolution of grievances raised by various stakeholders. The organisation is equipped with a Grievance Redressal Committee that is responsible for addressing any grievances that may arise within the institute.

The efficacy of a Grievance Redressal Mechanism (GRM) can be evaluated based on the following parameters:

- the number of cases received
- the type of cases received
- the duration of time taken for corrective action
- the instances where escalations were deemed necessary
- the frequency of confirmations and rejections after completion
- the recurrence of grievances.

### 1.1.1 Process

- **Registration of input:** The organisation provides an online mechanism on SIM for faculty and staff members as well as students to register their grievances. Individuals have the option to lodge their complaints via feedback forms, electronic mail, or in person to the Grievance Redressal Committee.
- **Anonymity:** The issue of anonymity arises as complainants may exhibit hesitancy in reporting grievances that are directed towards specific faculty or staff members within the organisation. To mitigate such concerns, the committee guarantees the anonymity of the complainant, preferably to all parties involved.

### 1.1.2 Work Flow

The purpose of this entity is to address and resolve issues related to complaints or grievances. The affected parties, comprising faculty, staff, and students, are required to provide a comprehensive account of their grievance to the Director. Subsequently, the Director will forward the complaint to the appropriate redressal committee. The individual's complaint will be afforded a just and equitable chance to be presented in full before the

chairperson and other members of the relevant committee in a calm and conciliatory setting. Depending on the matter at hand, relevant evidence in the form of physical evidence or eyewitness testimony may be introduced by the complainant. The committee's chairperson, in collaboration with its members, will expeditiously present the report to the Director. The Director will take appropriate and timely measures to address grievances based on their nature, magnitude, and jurisdiction. The Director's Office will communicate the redressal measures to the individual who has filed the grievance. The Grievance Mechanism will be duly documented and recorded in its entirety.

### 1.1.3 Composition of GRC (Student Grievances):

a.	Director of the institute	Chairperson
b.	Dean, Students Welfare	Convener
c.	Professor/ Sr. Associate Professor	Member
d.	Associate/Sr. Assistant professor	Member
e.	Sr. Assistant /Assistant professor	Member
f.	One Boys Student Nominee	Special Invitee
g.	One Girls Student Nominee	Special Invitee

### 1.1.4 Composition of GRC (Faculty and Staff):

a.	Director of the institute	Chairperson
b.	Professor/ Sr. Associate Professor	Convener
c.	Registrar	Member
d.	Senior Professor from Affiliating University.	Member
e.	Vice Chancellor Nominee	Member

### 1.1.5 Registering of Grievance and Procedure:

Any member of the college community, whether an employee or a student, has the option to submit a written grievance to the Committee Chairman for consideration.

- Registration of the grievance can also be facilitated through the use of SIM.
- The grievance may stem from either policy-related issues or personal factors.
- By established protocol, employees are required to submit any claims or grievances they may have, through the appropriate channels. It is imperative that they refrain from submitting advance copies of their application to higher authorities unless the lower authority has rejected the claim, refused relief, or the matter has been delayed for a period exceeding three months. It is prohibited for any employee or student to serve as a signatory on any collective representation directed towards the authorities, whether it be for the purpose of seeking redress for a grievance or any other matter.

- Upon receipt of any grievance, the committee is required to convene a meeting within a week and subsequently provide its recommendations to the Director within a fortnight. If the nature of the grievance requires immediate attention, the Chairman of the committee may choose to expedite the process at their discretion.
- A quorum at any committee meeting shall consist of three members who are physically present.
- If a complaint is lodged against a member of a committee, the said member shall be precluded from participating in the quorum of the said committee during the proceedings pertaining to the complaint and its resolution. In the event of such a scenario, the individual holding the senior position within the committee shall proceed to co-opt an additional member who meets the necessary qualifications, subject to the approval of the Director, to satisfy the requirement of a quorum consisting of three members. The ultimate authority to decide rests with the Director.

### 1.2.1 Women's Grievance / Anti-Sexual Harassment Cell

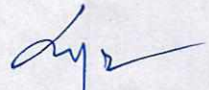
The Institution has implemented an Internal Complaints Committee with the aim of addressing any grievances related to women that may be raised by students or staff members. The institution offers a secure and empathetic setting for individuals within the campus community who may have experienced sexual harassment. It also provides guidance to those who report such incidents on the available informal and formal channels for seeking resolution. Additionally, the institution is committed to ensuring that all sexual harassment complaints are addressed in a just and prompt manner. Additionally, the platform furnishes details about counselling and support resources available on the campus, while also advancing consciousness about sexual harassment via educational endeavours that cultivate a campus milieu that is both safe and respectful.

### 1.2.2 Composition of Internal Complaints Committee

a.	Professor/ Sr. Associate Professor	Presiding Officer
b.	Professor/ Sr. Associate Professor	Member
c.	Associate Professor/ Sr. Assistant Professor	Member
d.	Non-Teaching Staff	Member
e.	Non-Teaching Staff	Member
f.	NGO Representation – Nominee	Member
g.	Three Student Representatives	Members

### 1.2.3 Objectives of the Cell

- To establish a forum that facilitates the reception and resolution of complaints and grievances.
- To integrate hygienic practices and promote a salubrious environment within and in the vicinity of the institution's premises.

  
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- To promote the overall welfare of female students and prevent instances of sexual harassment, it is imperative to ensure that both teaching and non-teaching female staff members of the institute are adequately supported.

#### 1.2.4 What is Sexual Harassment?

According to the Supreme Court Order, sexual harassment is any unwelcome:

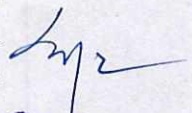
- Physical contact and advances,
- Demand or request for sexual favours
- Sexually coloured remarks
- Display of pornography
- Any other unwelcome physical, verbal and non-verbal conduct of a sexual nature.
- It is any unwelcome words or actions of sexual nature.

#### 1.2.5 Functions of the Cell

- To establish a neutral, confidential, and supportive environment for members of the campus community who may have experienced sexual harassment.
- To inform complainants of the informal and formal means of resolution, and to ensure that sexual harassment complaints are resolved in a fair and timely manner.
- To provide information about counselling and support services available on campus, and ensure that students, faculty, and staff have access to current and comprehensive materials on sexual harassment and assault.
- To promote awareness about sexual harassment through educational initiatives that encourage and foster a respectful and safe campus environment.

#### 1.2.6 Procedure for Registering Complaints

- It is required that the complainant personally presents all grievances to any member of the committee. An exception to this rule may arise in situations where an individual is subjected to involuntary confinement. In the event that a third party initiates a complaint on behalf of the aggrieved party, the committee will assess the necessity of conducting an inquiry, implementing corrective measures, or providing any other form of aid.
- Under certain circumstances, it may be possible to consider complaints from third-party or witness sources. In such instances, the committee will determine whether the individual who is purported to have experienced harassment desires to file a formal grievance. Upon receipt of a complaint, the committee will initiate an investigation in accordance with the prescribed procedure. If the complainant desires, they may be accompanied by a representative.
- The complainant has the option to approach the competent authority directly. In instances where such occurrences arise, which ought to be infrequent, the individual lodging the complaint is expected to

  
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provide justifications for their actions. In instances of this nature, the competent authority retains the option to refer the complaint to the appropriate committee or authority.

### **1.2.7 Protection against Victimization**

GLBITM must guarantee the safeguarding of individuals who file a complaint in good faith and without any malicious intent, and to prevent any form of retaliation against those who raise concerns. In the event of an unfortunate circumstance where the Complainant falls victim to an incident despite taking necessary precautions, GLBITM will consider it a grave matter and proceed to take disciplinary measures against the perpetrator.

### **1.3.1 Anti-Ragging Committee**

The anti-ragging committee will be in charge of overseeing and advising the institute's campus community on how to create and preserve a culture devoid of ragging. The institute's anti-ragging committee periodically inspects areas where students congregate, such as hostels, buses, canteens, classrooms, and other gathering places, for any instances of ragging. They also inform all of the students in the institution about the dangers of ragging and the associated punishments. The anti-ragging committee will participate in developing strategies and action plans to reduce the threat of ragging in the institution by implementing a variety of initiatives.

### **1.4.1 Caste-based Discrimination Prevention Committee (SC/ST/OBC/Minority Cell)**

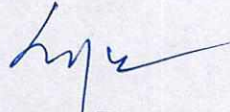
The SC / ST / OBC / Minority Cell is established in GLBITM to ensure the inclusion, support, and upliftment of the SC/ST/OBC/Minority community (students and staff) in the educational environment. The cell will ensure to provide a conducive atmosphere, guidance, and assistance to help SC/ST/OBC/Minority community to overcome any challenges they may face.

### **1.4.2 Composition of SC/ST/OBC/Minority Cell**

The Cell will consist of five members, out of which at least two members shall be SC/St and one member shall be a woman.

### **1.4.3 Objectives of SC / ST / OBC / Minority Cell**

- To ensure provisions for an environment where all such students feel safe and secure.
- To facilitate financial support to students from SC / ST / OBC / Minority communities from government agencies and other sources.
- To make aware the SC / ST / OBC / Minority students regarding various scholarships program of state and central Government and to ensure protection and reservation as provided in the constitution of

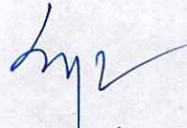
  
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- To encourage enrolling in career orientation programs that would empower and equip the SC / ST / OBC / Minority students with the necessary skills to choose career options.

#### **1.4.4 Roles and Responsibilities of SC / ST / OBC / Minority Cell**

- To function as a Grievances Redressal Cell for the grievances of SC / ST / OBC / Minority students to render them necessary help in solving academic, career as well as administrative problems.
- To arrange special opportunities to enhance the carrier growth of these students. This includes mentoring, support for higher studies, and career planning.
- To conduct the programme for disseminating the scholarship and financial schemes provided by governmental agencies and other external sources.
- The SC / ST / OBC / Minority cell serves as a platform for SC / ST / OBC / Minority students to report any grievances, discrimination, or harassment they may face within the institute. It ensures prompt action and resolution of such issues.



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