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**GRIEVANCES REDRESSAL
MECHANISM**

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

GRIEVANCES REDRESSAL MECHANISM

OBJECTIVE

In order to ensure transparency by Technical Institutions imparting technical education, in admission and with Paramount Objectives of preventing unfair practices and to provide a mechanism to students for redressal of their grievances, AICTE has notified Regulations for establishment of mechanism for Grievance Redressal Committee and OMBUDSMAN for all the AICTE approved Technical Institutions vide No. 37-3/ Legal/ 2012 dated 25.05.2012.

GRIEVANCES

'Grievances' may include the following complaints of the aggrieved students namely -

- (i) Making admission contrary to merit determined in accordance with the declared admission policy of the institute.
- (ii) Irregularity in the admission process adopted by the institute.
- (iii) Refusing admission in accordance with the declared admission policy of the institute.
- (iv) Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such person to pay any fee or fees in respect of any course or programme of study which such person does not intend to pursue.
- (v) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution.
- (vi) Breach of the policy for reservation in admission as may be applicable.
- (vii) complaints of alleged discrimination by students from Scheduled Caste, Scheduled Tribes, OBC, women, minority or disabled categories;
- (viii) Non-payment or delay in payment of scholarships to any students that such institution is committed, under the conditions imposed by AICTE, or by any other authority.
- (ix) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar.
- (x) On provision of student amenities as may have been promised or required to be provided by the institution.
- (xi) Denial of quality education as promised at the time of admission or required to be provided.
- (xii) Non transparent or unfair evaluation practices;
- (xiii) Harassment and victimization of students including sexual harassment.
- (xiv) Refund of fees on withdrawal of admissions as per AICTE instructions from time to time.

FORMATION OF GRIEVANCES REDRESSAL COMMITTEE

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| 1. A Retd. Judge / Retd. Professor
(Appointed by the Management Board) | Ombudsmen |
| 2. One Professor nominated by the management board | Member |
| 3. One senior faculty member (female) nominated
by the management board | Member |
| 4. One senior officer from administration by the management board | Member |

PROCEDURE

- (1) There shall be a cell headed by an employee of the institute of appropriate rank as the Ombudsman may decide where an aggrieved student or person may take an applicant seeking redressal of grievance.
- (2) The address of the registry so established shall be published widely including on the notice board and prospectus and placed on the website of the institution.
- (3) On receipt of an application by the registry, the employee-in-charge shall inform the Ombudsman and shall immediately provide a copy to the institution for furnishing its reply within seven days.
- (4) The Ombudsman shall fix a date for hearing the complaint which shall be communicated to the institute and the aggrieved person either in writing or electronically, as may be feasible.
- (5) An aggrieved person may appear either in person or represented by such person as may be authorized to present his case.
- (6) The Ombudsman shall be guided by principles of natural justice while hearing the grievance.
- (7) The Ombudsman shall ensure disposal of every application within one month of receipt for speedy redress of grievance.
- (8) The Technical institution shall be expected to co-operate with the Ombudsman in redress of grievances and failure to do so may be reported by the Ombudsman to AICTE.
- (9) On the conclusion of proceedings, the Ombudsman shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
- (10) Every order under clause (9), under the signature of the Ombudsman, shall be provided to the aggrieved person and the institution and shall be placed on the website of the Technical institution.
- (11) The Technical institution shall comply with the order of the Ombudsman.
- (12) Any order of the Ombudsman not complied with by the institution shall be reported to the AICTE for appropriate action as deemed fit by the Council.
- (13) A complaint shall be filed by the aggrieved student, his / her parent or with a special permission from the ombudsman, by any other person.
- (14) In case of any false/frivolous complaint, the ombudsman may order appropriate action against the complainant.
- (15) The principles and procedures outlined above shall apply to the working of the Grievance Redressal Committee in the Technical Institute except
 - (a) In case of lack of unanimity, the Grievance Committee shall take decisions by majority;
 - (b) The Grievance Committee shall communicate its decisions within ten days of receipt of complaint.

POWERS OF GRIEVANCES REDRESSAL COMMITTEE

- (1) The Ombudsman shall exercise its powers to hear any grievance of any student against the university or institution affiliated to it or an institute, as the case may be, after the student has availed of remedies available in such institution for redressal of grievance; and of any applicant for admission as student to such institution.
- (2) No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.

(3) The Ombudsman shall have power to seek the assistance of any person belonging to the Scheduled Caste, Scheduled Tribe, Socially and economically backward classes (SEBC) minority or disabled category, as amicus curiae, for hearing complaints of alleged discrimination.

WOMEN GRIEVANCES CELL

In order to maintain safety and security to the girls and women, a cell has been constituted for redressal of grievances. Our women grievance cell stays alert all the time to prevent any sexual abuse towards the students and female employees and if they face any discrimination/ harassment from the staff or workers, then they can complain to women grievance cell. The members will look into the issues, gather the evidence, and take the necessary action against the guilty. We also focus on preventing this kind of discrimination/ harassment by using secret monitory services, which keep a keen eye on the entire campus.

OBJECT:

(i) To prevent sexual harassment and to promote the general well-being of female students, teaching and non-teaching women staff of the College.

(ii) To provide appropriate working conditions in respect of work, leisure, health and hygiene to further ensure that there is no hostile environment towards women at work places and that no women employee has reasonable grounds to believe that she is disadvantaged in connection with her employment.

(iii) To provide guidelines for the redressal of grievances related to Sexual harassment of female students, teaching and non-teaching women staff of the college.

FORMATION OF WOMEN GRIEVANCES CELL

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| 1. Senior Faculty Member (Female) nominated by the management board | Head |
| 2. Five other faculty members nominated by the Director
(out of which minimum three should female) | Member |
| 3. One senior administrative officer nominated by the management board | Member |

PROCESS

This cell is meant for maintaining the records of grievances, actions taken thereon and settlement of grievances. The cell is headed by the Principal, consisting of administrative officer and six lady faculty members. The grievance box is placed in the girl's waiting rooms where students have to drop their grievances, if any. The box is opened once in a month and checked. Any grievance found in it is scrutinized and necessary actions are immediately taken by the Cell. In case of emergency, the Principal calls a meeting and addresses the problems immediately. During the last two years the cell is resolving the difficulties of the girl students' grievances. It was settled amicably.

In addition, there is a Complaint cum Redressal Committee, which resolves the grievances of the students on the campus. **Besides, there is an exclusive mechanism to address the issues relating to women and their grievances.**