

INTERNATIONAL SCHOOL OF TECHNOLOGY AND SCIENCES FOR WOMEN

STUDENT GRIEVANCES & REDRESSAL POLICY

The function of the cell is to look into the complaints lodged by any student and staff, and judge its merit. The Grievance cell is also empowered to address genuine problems and complaints of students and staff whatever be the nature of the problem. Anyone with a genuine grievance may approach the department members in person, or in consultation with the students Councilor. In case the person is unwilling to appear in self, grievances may be dropped, in writing, at the letterbox/suggestion box of the Grievance Cell at reception table.

OBJECTIVES OF THE COMMITTEE

- ✧ To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders;
- ✧ To uphold the dignity of the organization by promoting cordial Student-Student relationship, Student-teacher relationship, teacher-teacher relationship;
- ✧ To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the University campus;
- ✧ To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- ✧ To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized;
- ✧ To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

ROLES & RESPONSIBILITIES OF THE COMMITTEE:

- ✧ The Committee will address the various grievances posted by all stakeholders of the organization on various issues.
- ✧ The Committee will work in line with the guidelines given by the University Grants Commission and Gazette of India.
- ✧ The committee will conduct regular meetings once a month to discuss the various grievances posted during that period.

- ✧ The grievances received must be addressed by the committee as soon as possible.

JURISDICTION OF COMMITTEE

The cell will deal with Grievances received in writing from the students about any of the following matters from the aggrieved students / staff.

Academic Matters: Related to class room teaching, class room management, completion of syllabus, teaching methods, attendance etc.

Administrative Matters: Related to timely issue of duplicate Mark-sheets, Bonafide, Transfer Certificates, Conduct Certificates or other examination related matters

Financial matters: Related to dues and payments for various items from library, hostels etc.

Harassment and Ragging

Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

The cases will be attended promptly on receipt of written grievances from the students

The cell formally will review all cases and will act accordingly as per the Management policy

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.

PROCEDURE FOR LODGING COMPLAINT

The students may feel free to put up a grievance in writing

The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents

The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell

The Grievance Redressal Cell convenes meetings periodically and takes steps to redress the grievance

GRIEVANCE REDRESSAL COMMITTEE

Department grievance committee

Institute level grievance

Central grievance committee

DEPARTMENT LEVEL GRIEVANCE REDRESSAL COMMITTEE

Head of the Department – Chairman

Faculty Advisor and Senior faculty of the department – Members

This committee will deal with the Grievance related to Academic and Administrative matters of the Department.

2. INSTITUTE LEVEL GRIEVANCE REDRESSAL COMMITTEE

Convener Grievances Redressal Committee – Chairman

Up to five (5) members to be appointed by the Head of the Institute as members from grievances redressal committee

This committee will deal with all the Grievances directly which is related to the common problems at institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by the student against the decision of the Department level committee.

3. CENTRAL GRIEVANCE REDRESSAL COMMITTEE

Principal – Chairman

Convener Grievances Redressal Committee

NGO and Parent members nominated by the Principal

Senior professor

This committee will deal with all the Grievances directly which is related to the common problems at institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by student against the decision of the institute level committee.

PROCEDURE FOR REDRESSAL OF GRIEVANCES

An aggrieved student who has the Grievance or Grievances at the Department level shall make an application first to the HoD. The Head of Department after verifying the facts will try to redress the grievance within a reasonable time. If the student is not satisfied with the verdict or solution of the HoD, then the same should be placed before the Department level committee

If the student is not satisfied with the decision of Department committee, he/she can submit an appeal to the institute level grievance committee within a week from the date of the receipt of the reply from the Department level committee

The convener of Institute grievance committee, after verifying the facts and the papers concerned and having discussion within the Chairman of the Department committee

will place the matter before the institute level committee which shall either endorse the decision of the Department level committee or shall pass appropriate order in the best possible manner within a reasonable time

If the student is not satisfied with the Redressal offered by the institute level committee and feels that his/her Grievance is not redressed, he/she can submit an appeal to the Central Grievance committee within a week from the date of receipt of decision with the relevant details

While dealing with the complaint the committee at all levels will observe law of natural justice and hear the complainant and concerned people

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

The student will submit the application of Grievance or appeal to the institute level committee or Central Grievance Redressal committee, as the case may be, through the Head of Department and Head of Institute concerned

RESPONSIBILITY FOR REDRESSAL COMMITTEE

The final responsibility for grievance Redressal rests with the Principal of the college
The college expects that grievance Redressal be time bound and result oriented. Every grievance is expected to be resolved within a reasonable period

The grievance Redressal cell of the college shall monitor status and progress of grievance Redressal and shall furnish report on grievance Redressal position to the Principal

POWERS

In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students

In case the members fail to find out any solution then the matter is referred to the Principal for final commitment on the matter

Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion the matter is solved. If anybody is found to be guilty for any kind of nuisance he or she is given punishment with due consideration with the Principal. The nature of punishment, information to the police (if situation arises for so) and expelling from the college are as per the rules of the institute.

EXCLUSIONS

The grievance Redressal cell shall not entertain the following issues:

Decisions of the Governing body, 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 etc.

Decisions made by the University with regard to disciplinary matters and misconduct

Decisions of the University about admissions in any courses offered by the institute

Decisions by competent authority on assessment and examination result

COMPOSITION

The cell is having the provision of being reconstituted every year if situation arises for so by the Principal himself along with suggestions sought from the in charge administrative body. Care has to be taken to select staff members from each stream.