



**Babu Banarasi Das Institute of Technology and Management**

Sector-1, Dr. Akhilesh Das Nagar, Faizabad Road, Lucknow

# **GRIEVANCE REDRESSAL POLICY**

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Managed By : Babu Banarasi Das Institute of Technology & Mgmt.,  
Lucknow

Approved By : All India Council for Technical Education, New Delhi

Affiliated To : Dr. A. P. J. Abdul Kalam Technical University, Lucknow

# **Grievance Redressal Mechanism**

## **Objective**

In order to provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as for those seeking admission to such institutions, AICTE has notified All India Council for Technical Education (Redressal of Grievance of Students) Regulation, 2019 vide F.No.1-101/PGRC/AICTE/ Regulation/2019 dated 07.11.2019 for establishment of grievance redressal mechanism for all AICTE approved Technical Institutions. Non-compliance of the above Regulations shall call for punitive action

## **Grievances**

The Grievance Redressal Committee has been established in the College as per the AICTE guidelines to redress the grievances of both the staff members and the students. A complaint from an aggrieved faculty/staff member (male, female) and students (male, female) relating to the institution shall be addressed to the Chairperson, Grievance Redressal Committees (GRC). The following grievances are brought up in front of concerned authority:

1. Grievances related to the admission policy.
2. Delay in scholarship or any other fee issue.
3. Breach of reservation policy.
4. Withhold or refuse to return any Certificate of Degree or any other document.
5. Complaint regarding discrimination of students on the ground of caste, creed, language etc.
6. Delay in conduct of examination.
7. Non-transparent evaluation process.
8. Harassment or victimization of students or faculty members including sexual harassment.
9. Any kind of demand or bribe at the time of admission of students.
10. Complaint regarding any unfair means adopted by the institute.
11. Any other matter that raises any issue of discrimination or problem or mental torture.

### **10.1.4. Decentralization in working and grievance redressal mechanism**

The Institute receives grievance through offline and online process. The online grievances are referred through online mode after acquiring the appropriate information for concerned quarters. The offline grievances are also answered through with surface mail to the aggrieved parties. Grievance redressal committees are constituted to resolve the issues/complaints of teaching and non-teaching staff members,

students and women grievance redressal committee. The report of the grievance committee is forwarded to the Director for further necessary action and the corrective measures are taken. The students can make a complaint in writing to the involved departments/sections. **Following Grievance Committees have been constituted:**

**Grievance Redressal Committee (Faculty and Staff)**

<b>Grievance Redressal Committee (Faculty and Staff)</b>	<b>Chairperson:</b> Director, BBDITM	<b>Ombudsman:</b> Dr. Vandana Awasthi	<b>Convener:</b> Dr. Pooja Singh (Professor and Head- Humanities)	<b>Member:</b> Dr. Abhimanyu Yadav (EC) Mr. Ashish Verma (CE) Mr. Fazlur Rahman (EE) Ms. Pooja Khulbe (CSE) Mr. Vivek Narain (ME) Ms. Nida Hasib (IT)
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**Student Grievance Redressal Committee**

<b>Student Grievance Redressal Committee</b>	<b>Chairperson:</b> Director, BBDITM	<b>Ombudsman:</b> Dr. Vandana Awasthi	<b>Convener:</b> Dr. S. H. Abdi (Dean Student Welfare)	<b>Member:</b> Mr. Rudrendra Bahadur Singh (CSE) Mr. Navneet Singh Yadav (CE) Mr. Aamir (ME) Mr. Ravi Shankar (EC) Mr. Sahab Ahmad (EE) Ms. Iram Fatima (IT)
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The Women Grievance Redressal Committee under the provisions of “The Sexual Harassment of Women at workplace (Prevention, Prohibition and Redressal) Act 2013 is constituted as under the Institute. A women’s Grievance Redressal Committee is functioning separately for taking up issues related to the woman independently. Following members constitute the committee:

**Women Grievance Committees:**

<b>Women Grievance Committee</b>	<b>Chairperson:</b> Director, BBDITM	<b>Ombudsman:</b> Dr. Vandana Awasthi	<b>Convener:</b> Dr. Richa Tandon (HOD – Applied Science)	<b>Member:</b> Dr. Pooja Singh (HU) Dr. Rupali Agrawal (EC) Ms. Vandana Tripathi (CSE) Ms. Shruti Singh Bisen (CE) Mrs. Neha Gupta (ME) Ms. Nida Hasib (IT) Ms. Neelam Singh (Non- Teaching Staff) Ms. Anshika Singh (Student – CE 4 <sup>th</sup> Yr) Ms. Arti (Student – ME 4 <sup>th</sup> Yr)
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				Ms. Aditi Singh Sisodia (Student – EC 4 <sup>th</sup> Yr) Ms. Shreya Khanna (Student – EE 4 <sup>th</sup> Yr) Ms. Vandana Awasthi (NGO)
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## Procedure

1. A core team of about 29 members own and run the foremost processes in the institute to see that all these processes are in fact and settled.
2. Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff (male and female)
3. The committee shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.
4. The GRC may mediate between complainant and defendant against who the complaint has been made, it required before forwarding the matter to the Chairperson or ombudsman.
5. The Committee shall consider redressing of grievances within a reasonable time.
6. The committee will give report to the ombudsman and chairperson about the cases attended to and seek guidance from them if required.
7. The chairperson and ombudsman shall fix a date for hearing a complaint and resolved a matter within five working days from the date of receipt of application from GRC.
8. The chairperson and Ombudsman shall be guided with the principles of natural justice while hearing the grievances.
9. In case of frivolous or false complaint the chairperson takes a strict action against complainant.

## Powers and Functions of the Committee:

- The functions of the Committee are to investigate the complaints lodged by any student and judge its merit.
- The Grievance Redressal Committee is also empowered to investigate matters of harassment.
- Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing.
- Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Redressal Committee or Principal.

### **Role and Responsibilities of the Committee:**

- To formulate the policy to investigate and review complaints or grievances of students
- To investigate the cause of grievances
- To ensure effectual solution depending upon the gravity of the matter.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.

### **Grievance/Complaint/Suggestion Box**

A suggestion box is placed in front of the director office at E block and in front of group coordinator office first year at main block for the benefit of the students and faculties. The College is open to complaints/suggestions with an objective to improve on the existing system and to handle the grievances smoothly. In this respect, students and faculty may use the Grievance/complaint/suggestion box as a device to convey their complaints/issues/ideas on an anonymous basis, if they prefer to express their opinions and grievances to the concerned authority. In cases of urgency or based on the severity of complaint, the solutions are provided immediately from Director of the institute. At the end of each month, the convener of the committees and members of each committee will review the progress of the work and try to solve the remaining complaints. The *Grievance Redressal Committee (Faculty and Staff)*, *Student Grievance Redressal Committee*, and the *Women Grievance Committees* has always and will continue to strive for the betterment of the college even in future.