

Grievance Redressal Committee

- **Objective:-**

The objective of the Grievance Redressal Committee (GRC) is to ensure smooth functioning of the Institute by implementing measures for preventing and redressing any grievances reported by students and staff. Nature of grievances may differ which may be about any discrimination, any decision implemented which students and staff thinks to be unfair or unjustified, it may be about any act, and/or any situation that is directly related to Academics and Institute.

- **Scope:-**

Grievance Redressal Committee (GRC) is constituted as per the guidelines laid down by the Competent Authorities. Grievance Redressal Committee (GRC) has to adhere to the roles, responsibilities and functions as per guidelines defined by the Competent Authorities.

- **Procedure:-**

- a. A well-defined procedure is put in place which enables students and staff to put forth their grievances to the constituted committee for the redressal.
- b. The constituted committee shall assess the nature of grievance and seek clarification from the complainant and the person involved (if applicable) for conducting preliminary enquiry. After analyzing the facts and information collected, a fair and just decision is taken by the constituted committee.
- c. The constituted committee ensures that grievances once reported are promptly handled as per the norms and in accordance with the policies of the Institute.
- d. The constituted committee assesses the nature of grievance and if the grievance can be resolved informally then it may be done as per the scope of the committee.
- e. The constituted committee shall maintain a written record of the grievances reported and action taken.
- f. The constituted committee shall hold regular meeting every six months.



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