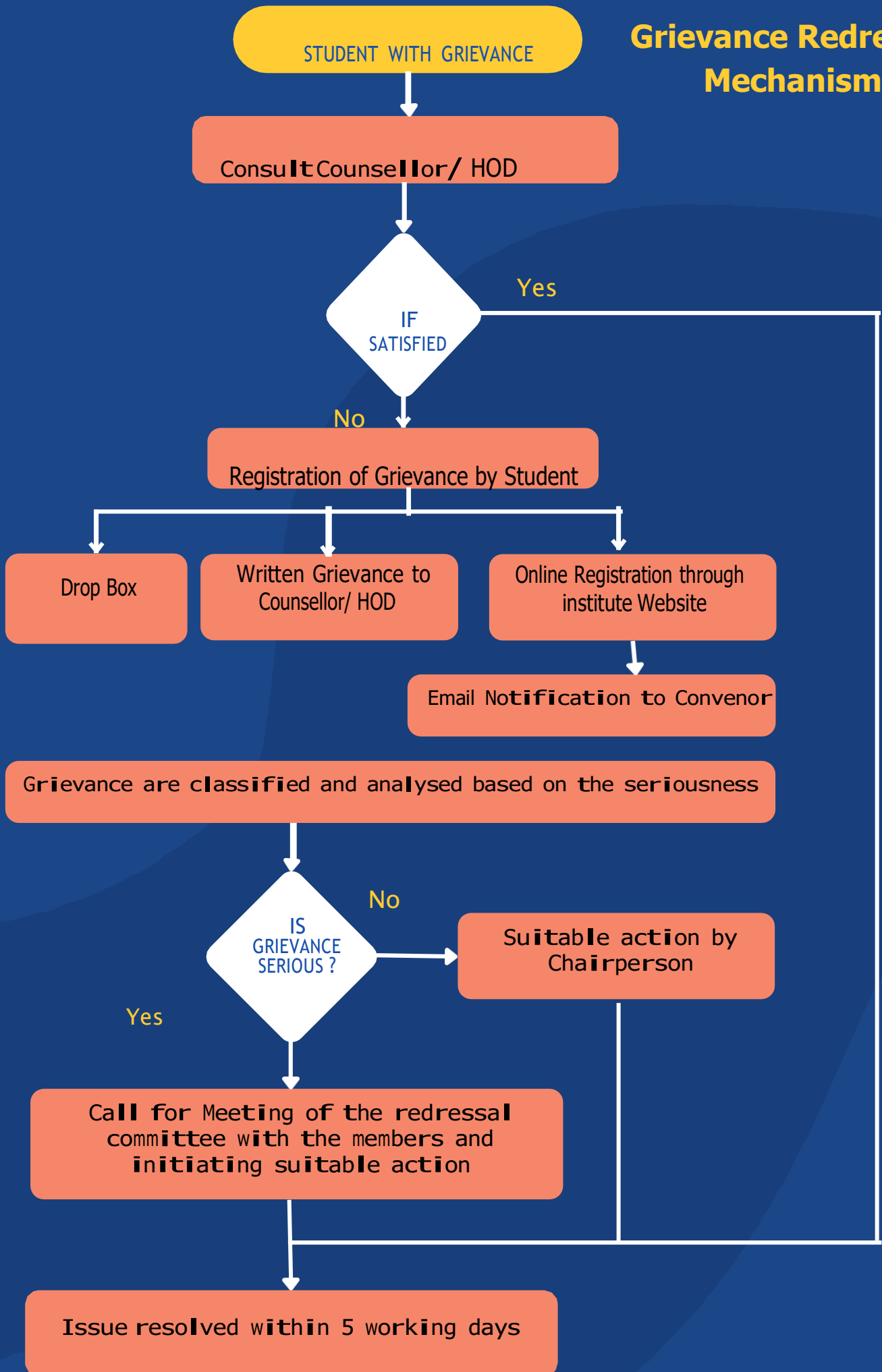




Grievance Redressal Mechanism



Students may have grievances, real or imaginary, which if not heard and resolved expeditiously, may lead to frustration and discontentment, affecting moral and institute interests. Hence in order to maintain harmonious relations among the students, **Aditya Institute of Technology and Management(A)** has constituted Grievance Redressal cell for the redressal of students' grievances related to academic and non-academic matters, such as assessment, victimization, attendance, conducting of examinations, ragging and harassment by colleague students or teachers etc. The policy adapted by the institute is as follows:

Students Grievance Redressal Cell:

The function of the Cell is to look into the grievances lodged by any student and judge its merit and take appropriate actions for redressal. Anyone with a grievance may approach any member of the grievance redressal cell or any faculty member of the department. The complaint can be in writing or oral.

Functions of Student Grievance Redressal Cell

- a) Provide platform to express their complaints / grievances freely and frankly.
- b) Make the students to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- c) Enable students to participate in the Student Redressal Grievance Cell as members.
- d) Recommend the method of dealing with grievances.
- e) Recommend the actions to be taken for redressal of the Grievance.
- f) Recommend the actions to be taken for non-recurrence of the similar grievances in future.

Facilities of Student Grievance Redressal Cell

Required infrastructure and network facilities will be provided for the smooth functioning of the cell.

Committee Composition

The following is the composition of Student Grievance and Redressal cell.

- a) Principal/ Director as Chair person.
- b) 2/3 senior faculty members of major departments as a member.
- c) 1 student from each department as a student member.
- d) Professor from Engineering as Convener.

Roles and responsibilities of Student Grievance Redressal Cell committee members.

a) Chairperson:

1. He / She heads the meeting and presides the meeting.
2. Appoints the committee for solving grievances.
3. Takes part in the case investigation and finalizes the judgments per the Management policy.

b) Faculty Member

1. Takes part in making of year planner and events to be organized for every academic year.
2. Conduct awareness camps about grievance and redressal cell functionalities among students.
3. If requires, provides the counseling to the students who are being identified with behavioral problems.
4. Studies the suggestions received from suggestion box through convener and report to chairman of the cell.

c) Student Member

1. Student member of the cell creates awareness about the cell functionalities among the students' community.
2. Interacts with the concerned student community to know the ground reality of the case and reports the same to chairman of the cell.

d) Convener

1. He receives the Email immediately upon the complaints registered through web portal and reports the same to chairperson.
2. Opens the suggestion box for every month and suggestions will be brought to the notice of faculty member.
3. Organizes the meeting and provides intimation to the members of committee and students who registered complaints about case investigation.

The institute constitutes, empowers and supports the work of the committee in all respects.