



Bearys
Institute
of Technology



MANGALORE

Bearys Institute of Technology

Mangalore

POLICY ON GRIEVANCE REDRESSAL

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Prepared by	Reviewed by	Approved by
Prof. Zaheer Ahmed Dr. Vinutha P R Dr. Anjum khan Prof. Manjunath Ichangi	Dr.S I Manjur Basha	GC Members
Date: 10 FEB 2020	Date: 15 FEB 2020	Date: 25 FEB 2020

POLICY ON GRIEVANCE REDRESSAL

1. PURPOSE

To provide a Policy Framework for the students and staff of Bearys Institute of Technology (BIT) to resolve grievances in a fair, unbiased and time-bound manner and to be attentive and responsive to the views of students and staff to create a conducive environment for quality education on a continuous basis.

The Grievance Redressal Policy is instituted so as to make the students and staff of the Institute aware of the Grievance Handling Mechanism at BIT

2. DEFINITIONS

"College/Institute" means Bearys Institute of Technology (BIT), Mangalore.

"Aggrieved Student" means a student who has any complaint on matters concerned with the grievances as defined under the Policy Framework;

"Student/s" means students of Under-Graduate and Post-Graduate program of BIT

"Staff " means teaching and non-teaching employees of the Institute.

"Grievance Redressal Committee" means the designated persons empowered to make decisions under this Policy.

"Grievance" means a documented manifestation of dissatisfaction of a student and staff. Such dissatisfaction, if left unaddressed and unresolved, could endanger the mission and objectives of the organization and damage its reputation.

3. SCOPE

Protection of human rights is essential for all round development of an individual's personality to realize the primary needs of the students and staff and secure civil liberties for everybody; in this view a Grievance Redressal cell has been constituted. The cell is indented to find solutions for problems like sexual harassment, any kind of physical or mental harassment, complaints regarding class room teaching. Classroom management, completion of syllabus, teaching methods etc., if and when they arise. The grievance Redressal cell convenes meetings periodically and takes steps to redress the grievance.

The Grievance Handling Policy is designed to maintain harmonious relationships among all stakeholders specially the students, the staff and the management within the Institute. The directives of the Policy Framework are designed in a structured and considerate manner to enable students and staff to address their grievances in an amicable and fair manner.

4. OBJECTIVES

- a. To address the grievances of the students and staff without any prejudice within a time- bound manner and provide a suitable redressal mechanism within the ambit of the Policy Framework of the Institute.
- b. To use positive and pragmatic approach to solve problems to build trust among stakeholders and earn goodwill for the Institute.
- c. To be sensitive towards the aggrieved students and staff and maintain utmost confidentiality of the inquiry proceedings.
- d. To document the inquiry proceedings.

5. COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEE

The institute will adhere to the following policy guidelines for effective, unbiased and timely-redressal of grievances.

5.1 Grievance Redressal Committee will be formed at two levels:

A. Institute Grievance Redressal Committee comprises of:

Name	Appointed as
Principal	Chairperson
Senior Faculty	Member Convener
Faculty Representative	Member
Administrative Officer	Member
Final year Student	Member

B. Central Grievance Redressal Committee comprises of:

Name	Appointed as
Chairman of Foundation	Chairperson
Managing Trustee	Member
Principal of BIT	Member Convener
Principal of Sister Institution	Member
Senior Faculty	Member

SOP: GRIEVANCE REDRESSAL CELL

1. Procedure for lodging complaint: The students /Staff may feel free to put up a grievance in online (link) /drop boxes.

2. Procedure for Redressal of Grievances:

- a. The Grievance Cell periodically (once in 15 days) meet and consolidate online/drop box complaints as received and initiates inquiry.
- b. The types of grievance and the mechanism to handle the same is given below
 - **Academic:** Dean Academics/HoD are pooled in the investigation and opinion is sought.
 - **Facility:** Administrative Officer shall take up the issue, check for feasibility and address the issue.
 - **Hostel:** These grievance shall be forwarded to hostel committee for further enquiry and necessary action.
 - **Personal:** These grievances shall be discussed and resolved in mentorship or will be forwarded to counselling cell if required.
 - **Sexual/physical/mental harassment:** These grievances shall be forwarded to Prevention of Sexual Harassment Committee / Discipline Committee /Counselling cell.
- c. If the complainant is not satisfied with the Redressal offered by the Institute level committee and feel that his/her Grievance is not redressed, he/she can submit an appeal to the central grievance Redressal committee within a week from the date of receipt of decision with the relevant details.
- d. While dealing with the complaint the committee at all levels will observe law of natural justice and hear the complainant and concerned people.
- e. 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.

3. Exclusions in Scope:

The grievance Redressal cell shall not entertain the following issues:

- Decisions of the executive council, 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 and the like.
- Decisions made by the university with regard to disciplinary matters and misconduct.


PRINCIPAL

Principal
Bearys Institute of Technology
Land End, Innoli, Boliyar Village
Near Mangalore University
MANGALORE-574 153

6. Functioning, Roles and Responsibilities

6.1 The Institute shall facilitate the aggrieved student/s and staff to register their grievances through online and offline mode (Suggestion box).

6.2 The Institutional Committee shall periodically gather all the complaints and initiate Enquiry.

6.3 The member convener of Institutional committee along with its members will gather the complaints, consolidate and send the meeting invitation to all the concerned.

6.4 After thorough investigation, based on facts, appropriate action need to be initiated in time bound manner.



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Mangalore University



20/10/2021

CIRCULAR

As per the discussion in the IQAC meeting, it was decided that the member convener for Students Grievance and Redressal Committee is Prof Zaheer Ahmed, Dept. of Civil Engineering for the academic year 2021-22.

Further, the composition of committee members is provided in Annexure-I. This committee is formed to look into the grievance lodged by any students. The students may submit his/her grievance to the below listed committee members or through complaint boxes located in the campus.




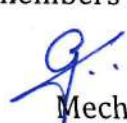

Location of Complaint boxes

- 1) A-Block: Fourth Floor
- 2) A-Block: Ground Floor
- 3) B-Block: Second Floor

Copy to:


Principal
Principal
Bearys Institute of Technology
Land End, Innoli, Boliyar Village
Near Mangalore University
MANGALORE-574 153

1. HOD's to Circulate among the Faculty members and Class Room

 CSE
 EC
 Civil
 Mech
 1st year

2. Library
3. Office
4. Accounts
5. Director- BIT Polytechnic-For Information
6. Principal BEADS - For Information



Annexure-I: Composition of Grievance Redressal committee

Sl No	Name	Appointed as	Mobile No.	E-mail /Address
1	Dr S I Mnajur Basha	Chairperson	7259773322	principal@bitmangalore.edu.in
MEMBERS				
2	Prof Zaheer Ahmed Assistant Professor Dept. of Civil Engineering	Member Convener	8095778861	Zaheer_civil@bitmangalore.edu.in
3	Dr Abdulla Gubbi Professor and Head Dept. of Electronics and Communication Engineering	Member	8147336952	hodece@bitmangalore.edu.in
4	Dr Aziz Mustafa Professor and Head Dept. of Computer Science & Engineering	Member	9886607669	hodcse@bitmangalore.edu.in
5	Dr Anjum Khan Professor and Head Dept. of Basic Science	Member	9481843806	hod_basicscience@bitmangalore.edu.in
6	Dr Vasanth Kumar Professor and Head Dept. Mechanical Engineering	Member	9945754700	hodmech@bitmangalore.edu.in



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7	Prof Sinan Assitant Professor Dept. of Computer Science & Engineering	Member & Chief Warden (Hostel)	9886737890	sinan@bitmangalore.edu.in
8	Prof Safwan K Physical Education Director	Member	7795853882	safwankhan.khan@gmail.com
9	Dr Vinutha P R Professor and Head Dept. of Physics	Member	9916888142	vinuthapr@gmail.com
10	Prof Najma Professor Dept. of Computer Science & Engineering	Member (Senior Warden Girls Hostel)	9945440256	najmasku@gmail.com
11	Mr Rafiq Maintaince Officer	Member	9845140324	Rafikaffu001@gmail.com
12	Mr Shaikh Muhammed Naveed Dept of Civil	Student Member	8073625264	shaikhmuhammednaveed30@gmail.com
13	Afreen Dept of CSE	Student Member	8296850071	zaynafreen0@gmail.com

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Student Grievance suggestion/Complaint box:

A-Block: Fourth Floor





A-Block: Ground Floor





Delivering Excellence
Consistently

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B-Block: Second Floor

