A Grievance is any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything connected with the Institute that a student or an employee thinks, believes, or even feels, is unfair, unjust or inequitable.

1) Objective:
   a) Linking with a well defined Disciplinary System to make it acceptable to all.
   b) All actions should be prompt for better redressal of Grievance.
   c) To make the redressal process fair, impartial, consistent, with prior warnings and commensurate with gravity of misconduct.
   d) Aim should be on prevention of misconduct rather than controlling through punitive measures.

2) Classification:
3) Grievance Flowchart (for Students):

4) Understanding the Grievance:
   a) **Open Door Policy**: General invitations to students/employees informally drop in the Concerned Officer’s room and talk informally over their grievance. They may even present the grievance through the official contact numbers of the said officers.
   
   b) **Complaint Boxes**: Students/employees can drop their anonymous complaints.
   
   c) **Opinion/satisfaction Surveys**: Through mentors and as part of IQAC Multifaceted Feedback System opinion surveys may be conducted for better understanding.
d) **E-mails**: Through separate e-mails to Director, HOD, and Principal or to the Top Management directly.

5) **Grievance Redressal Procedure**:

a) An aggrieved student shall first present his/her grievance verbally or in writing to the concerned head of the department. The HOD is required to furnish the answer within 48 hrs of the presentation of grievance.

b) If the student is not satisfied with the answer, he/she can approach the concerned officers appointed by management for that purpose directly. The officers must give his/her answer within 3 days of the presentation of the complainant(s).

c) If the student is not satisfied with the answer, he/she can approach the Grievance Redressal Committee” which shall evaluate the case and make its recommendations to the Principal within seven days of presentation of the case. The student would be communicated the recommendation within 3 days.

d) If the committee fails to take the decision within the stipulated time or the student is not satisfied with the decision, he/she can an appeal for revision to management. Management is supposed to communicate its decision within seven days of student’s revised petition.

e) If the student is dissatisfied with the management’s decision, the issue may refer to the appropriate external authority.
6) **Grievance Flowchart (For Faculty and Administrative Staff):**

![Grievance Flowchart](image)

7) **Understanding the Grievance (for employees):**

   a) **Open Door Policy:** General invitations to employees informally drop in the Concerned Officer’s, Principal’s room and talk informally over their grievance. They may even present the grievance through the official contact numbers of the said officers.

   b) **Complaint Boxes:** Employees can drop their anonymous complaints.
c) **Opinion/satisfaction Surveys:** Through IQAC as part of multifaceted feedback system the opinion/satisfaction surveys may be conducted for better understanding.

d) **E-mails:** Through separate e-mails to HOD, Registrar, Principal or to the Top Management directly.

8) **Grievance Redressal Procedure (for employees):**

f) An aggrieved staff shall first present his/her grievance verbally or in writing to the concerned head of the department. The HOD is required to furnish the answer within 48 hrs of the presentation of grievance.

g) If the employee is not satisfied with the answer, he/she can approach to the concerned officers appointed by management for that purpose directly. The officers must give his/her answer within 3 days of the presentation of the complainant(s).

h) If the staff is not satisfied with the answer, he/she can approach to the “Disciplinary and Grievance Redressal Committee” which shall evaluate the case and make its recommendations to Principal within seven days of presentation of the case. The staff would be communicated the recommendation preferably within 3 days.

i) If the committee fails to take the decision within the stipulated time or the staff is not satisfied with the decision, he/she can an appeal for revision to management. Management is supposed to communicate its decision within seven days of staff’s revised petition.

j) If the staff is dissatisfied with the management’s decision, he/she may refer to the appropriate external authority.