GRIEVANCE COMMITTEE

Purpose: To ensure smooth functioning of the institute by preventing and redressing any grievances reported by students. A grievance may be about and act, omission, situation, or decision that the student thinks to be unfair, discriminatory, or unjustified and includes matter directly related to academic and institutional relationships.

Scope of Application: This SOP applies to the constitution of the grievance committee, roles and responsibilities of members of the grievance committee and maintenance of all activities and documents.

Procedure:

- The grievance process provides a way for a student's concern to be heard and responded to by a committee.
- The committee analyses the grievance reported, seeking clarification from the reporting person as well as the involved people (if required) by conducting preliminary informal discussions.
- The committee ensures that such grievances are dealt with promptly, fairly, maintaining transparency and confidentiality; and in accordance with other related policies of the institute.
- Often the issues involved can either be resolved informally or are issues beyond the scope of the committee's jurisdiction.
- Implementation of the policy is done through proper reporting of complaints and redressing them through appropriate channel.
- A written record is maintained of the grievances reported and actions taken to deal with them.

Responsibility:

Members:

1. Dr. Annamma Varghese (PT)
2. Dr. Mayur Revadkar (PT)

Principal: Dr. Shweta Manwadkar (PT)

Meetings: Quarterly and as and when required