



Policy on Grievance Redressal Committee

MANGALMAY INSTITUTE OF MANAGEMENT & TECHNOLOGY

(Approved by AICTE, New Delhi & Affiliated to AKTU, Lucknow)

Knowledge Park-II, Greater Noida (U.P.)

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Director
Mangalmay Institute of
Management & Technology
Greater Noida

Policy on Grievance Redressal Committee

1.0 GRIEVANCE REDRESSAL

1.1 OBJECTIVES

To provide the redressal on the grievances in the following areas:

Complaint made by an aggrieved Faculty/Staff Member(s) in respect of the following service related matters namely:

- i withholding of, or refusal to return, any document in the form of certificates of degree,
- ii diploma, experience certificate, relieving order or any other award or other document deposited for the purpose of seeking appointment in the institution;
- iii matters related to salaries/wages and/or benefits or any other allowances or dues etc. during services or retirement/resignation, as the case may be;
- iv termination without giving any reason or notice or memorandum,
- v non-payment of gratuity amount as per prevailing Govt. rules in force on resignation/ retirement; and
- vi any other liability which is directly connected with their service and causing financial loss or any harm or trauma.

1.2 FUNCTION

To redress the grievance of aggrieved faculty/staff promptly and swiftly in the best possible manner by identifying the cause if grievance is genuine or by counseling them if grievance seems to be not genuine. Minor complaints to be resolved within the department at HoD level. However the serious complaints to be referred to grievance redressal committee for further proceedings.

1.3 STRUCTURE

A committee is constituted with the following members:

Name	Position
Director	Chairperson
Faculty	Member
Faculty	Member
Faculty	Member Secretary
Representative of Student	
Student	Member

1.4 FREQUENCY OF MEETINGS

Grievance Redressal Committee and SGRC will function as a single unit and will convene meeting twice per year and additional meeting, if required and record the minutes of meeting for the same.

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1.5 PROCESS

Following guidelines may help the committee while dealing with the grievances. It is not needed to follow all these steps in every case. It is sufficient to keep these views in mind while handling grievances.

- Treat every case as important and get the grievance in writing.
- Talk to the Faculty/Staff directly. Encourage them to speak the truth. Give them a patient listening.
- Encourage them to apply on the institutional grievance redressal portal available on institute website.
- Discuss in private place. Ensure confidentiality, if necessary. Handle each case within a time frame.
- Get all relevant facts about the grievance. Examine the personal record of the aggrieved Faculty/Staff.
- A complaint from an aggrieved faculty/staff member relating to the institute shall be addressed to the chairperson, Grievance Redressal committee (GRC).
- The GRC shall send its report with recommendations, if any, to the concerned DTE or University and a copy thereof to the aggrieved faculty/staff member, within a period of 15 days from the date of receipt of the complaint.

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