



## Policy on Student 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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Approved By: Director

  
Director  
Mangalmay Institute of  
Management & Technology  
Greater Noida

## Policy on Student Grievance Redressal Committee

### 1.0 GRIEVANCE REDRESSAL

#### 1.1 OBJECTIVES

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

- i) Complaints of alleged discrimination by students from Scheduled Caste, Scheduled Tribes, OBC, women, minority or disabled categories;
- ii) On provision of student amenities.
- iii) Quality of education.
- iv) Internal evaluation practices;
- v) Admission Process
- vi) Harassment and victimization of students including sexual harassment; and
- vii) Refund of fees on withdrawal of admissions as per AICTE instructions from time to time.

#### 1.2 FUNCTION

To redress the grievance of aggrieved student promptly and swiftly in the best possible manner by identifying the cause if grievance is genuine or by counseling the student 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 will convene meeting twice per year and additional meeting, if required and record the minutes of meeting for the same.

#### 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

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while handling grievances.

- Treat every case as important and get the grievance in writing.
- Talk to the student directly. Encourage him/her to speak the truth. Give him/her 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 student.
- A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Student Grievance Redressal Committee (SGRC).
- In considering the grievances before it, the SGRC shall follow principles of natural justice.
- The SGRC shall send its report with recommendations, if any, to the concerned institution and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.
- Any student aggrieved by the decision of the Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.
- The grievance is to be resolved within prescribed time frame and under no circumstances, it should go beyond the time as per norms notified by the statutory agencies from time to time.

#### Online Portal

- Institute shall establish an Online portal where any aggrieved student may submit an application seeking redressal of grievance. On receipt of an online complaint, the institution shall refer the complaint to the appropriate Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- The Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institute and the aggrieved Student.
- An aggrieved person may appear either in person or authorize a representative to present his/her case.
- Grievances not resolved by the Student Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period provided in these Regulations.

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