



A T M E  
College of Engineering

# GRIEVANCE POLICY

# **GREIVANCE REDRESSAL POLICY**

## **Introduction**

Every organization must evolve a system for redressal of grievances of their stakeholders arising from its work. Grievance redressal mechanism should form an integral part of the machinery of the any organisation. No organization can claim to be accountable, responsible, and user-friendly unless it has established an efficient and effective grievance redressal system. In fact, the grievances redressal mechanism of an organization is the gauge to measure its efficiency and effectiveness as it provides important feedback on the working of the organization. It helps the organization to deliver quality service to the public and other stakeholders in a hassle-free manner and in eliminating the cause of grievances.

## **Objective**

The objective of the Grievance Redressal Policy is to formulate an accountable, responsible, and user-friendly Procedures, Process and Systems so that all the stakeholders can maintain a harmonious educational atmosphere in the institute. Grievance Redressal Policy has been framed for the redressal of the problems reported by all the Stakeholders of the Institute with the following objectives:

- Upholding the dignity of the College by ensuring conflict free atmosphere in the College through promoting cordial relationship among all the stakeholders.
- Encouraging the stakeholders to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box have been installed in front of the Administrative Block in which the aggrieved stakeholders, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising all staffs to be transparent, impartial and unbiased to all the stakeholder irrespective of cast, creed and their socio-economical back ground.
- To provide equal opportunities to both men & women thereby ensuring gender equality and not to behave in a vindictive manner towards any of them for any reason.

## **SCOPE**

This Policy will deal with Grievances received from the various Stakeholder of the Institute about any of the following matters.

- Academic Matters: Related to Incompetency of teachers, Syllabus not covered, discriminating attitude of the teachers, and timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other Test & Examination related matters.
- Financial matters: Related to payment of fees, Scholarships, various refunds, etc.
- Administrative matters: Non grant of leave, Promotions, ESI , EPF, Gratuity, Lack of opportunities for career advancement, etc.
- Other matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, Lack of opportunities for placement, co-curricular, extra-curricular activities, etc.

## **POLICY**

Institution shall constitute Grievance Redressal Committee (GRC) with the following composition, namely:

- a. Principal of the college - Chairperson.
- b. Three senior members of the teaching faculty to be nominated by the Principal - Members and out of three one member shall be female another from SC/ST/OBC category.
- c. A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities- Special Invitee.

The term of the members and the special invitee shall be of two years.

- The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- Institute shall establish a mechanism for online registration as well as disposal of grievances of the stakeholders.
- A complaint/grievance Box shall also has to be installed in front of the Administrative Block in which the aggrieved stakeholders, who want to remain anonymous, put in writing their grievances
- Institution shall have a notice board/ flex board fixed near the office of its Head, indicating the details of online Grievance Redressal Mechanism i.e. URL of the online Grievance Redressal Portal, names, contact nos. and e-mail IDs of members of the Grievance Committee, to ensure publicity / awareness of the establishment of Grievance Redressal Mechanism/Students Grievances Portal.
- Students shall be advised to lodge their grievance with proper supporting document to enable the GRC to swiftly resolve their grievance.
- A well-defined preliminary resolution process with proper escalation mechanism shall be adopted at Mentors, Faculties, HoDs and Principal level before taking it before the GRC for the speed resolution of grievance.
- A Registry (online or offline)of the received & resolved shall be maintained. On escalation of grievance to the GRC, the Member Secretary of the “Grievance Redressal Committee” shall convene the meeting of the Committee and inform the complainant to appear before the committee along with documents in support of his/her complaint.
- In considering the grievances before it, the GRC shall follow principles of natural justice.
- The GRC shall send its report with recommendations, if any, to the Head of the Institution to act on it and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.
- Any stakeholder aggrieved by the decision of the GRC may prefer an appeal to the Ombudsperson appointed by the affiliating University, within a period of fifteen days from the date of receipt of such decision.
- The Institution shall comply with the order of the ombudsman. In case of any false/frivolous Complaint, the ombudsman may order appropriate action against Complainant.

## **Exclusions:**

The Grievance Redressal Committee shall not entertain the following issues:

1. Decisions of the Governing Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the University.
2. Decisions about award of scholarship, fee concessions, medals, etc.
3. Decisions made by the University with regard to disciplinary matters and misconduct.
4. Decisions of the University about admissions in any courses offered by the Institute.
5. Decisions by competent authority on assessment and examination result.

## **PROCEDURE**

### **ONLINE FILING OF COMPLAINT BY DIFFERENT STAKEHOLDER**

In order to have a speedy resolution of grievance ATMECE has implemented online grievance module on its website. Online grievance module is incorporated in the campus automation system (CERP) adopted by the ATMECE for smooth & seamless functioning of its activities. Online grievance facility can be used by students, parents, faculties & other staff members of the ATMECE to raise their grievance using their log in credential.

Process to file complaint:

- Click on Grievance tab on the home page of atme.in or Visit <https://eerp.effia.co.in/>
- The User will log in to their respective CERP account.
- The User will now click on the GRIEVANCE tab in their EERP account.
- In the drop down menu various categories of grievance like Academic matters, financial matters, administrative matters and others will appear. User has to select their respective grievance matter.
- Once the category has been selected, the user can enter a detailed complaint regarding the issue.
- Now, click on the SUBMIT button for final submission.

### **DIFFERENT STAGES OF RESOLUTION OF GRIEVANCE**

#### **For Students**

- Stage 1 – Once the Student has submitted his/her complaint, it will be notified to the respective counsellor and the copy of which will be notified to the respective HOD, Principal.
- Stage 2 – Immediately the counsellor contacts the students, understand the student's grievance, and give a solution after discussing the issue with the concerned person. Such resolution will be recorded on online Grievance Redressal Module which is reflected to students, respective HoD and the Principal.
- Stage 3 – If the student is 'Satisfied' with the resolution by his/her counsellor the grievance matter will be closed. If not, the student will click on the 'Dissatisfied' button and the same matter will be escalated to the respective HOD and a copy to Principal.
- Stage 4 – Immediately the HOD contacts the students, understand the student's grievance, and give a solution after discussing the issue with the concerned

person. Such resolution will be recorded on online Grievance Redressal Module which is reflected to students, and the Principal.

- Stage 5 – If the student is ‘Satisfied’ with the resolution by the HOD, the grievance matter will be closed. If not, the student will click on the ‘Dissatisfied’ button and the same matter will be escalated to the Principal.
- Stage 6 – The Principal now looks into the grievance matter and provide a solution to the issue.
- Stage 7– If the student is ‘Satisfied’ with the resolution by the Principal the grievance matter will be closed. If not, the student will click on the ‘Dissatisfied’ button and the grievance will be forwarded to the Institute’s Grievance Redressal Committee.

### **For Parents**

- Stage 1 – Once the Parent has submitted his/her complaint, it will be notified to the respective counsellor of his ward and the copy of which will be notified to the respective HOD, Principal.
- Stage 2 – Immediately the counsellor contacts the parent, understand the parent grievance, and give a solution after discussing the issue with the concerned person. Such resolution will be recorded on Online Grievance Redressal module which is reflected to parents, Respective HOD and the Principal.
- Stage 3 – If the parent is ‘Satisfied’ with the resolution by the counsellor the grievance matter will be closed. If not, the parent will click on the ‘Dissatisfied’ button and the same matter will be escalated to the respective HOD and a copy to Principal.
- Stage 4 – Immediately the HOD contacts the parent, understand the parent grievance, and give a solution after discussing the issue with the concerned person. Such resolution will be recorded on Online Grievance Redressal module which is reflected to parents and the Principal.
- Stage 5 – If the parent is ‘Satisfied’ with the resolution by the HOD, the grievance matter will be closed. If not, the parent will click on the ‘Dissatisfied’ button and the same matter will be escalated to the Principal.
- Stage 6 – The Principal now looks into the grievance matter and provide a solution to the issue.
- Stage 7 – If the parent is ‘Satisfied’ with the resolution by the Principal the grievance matter will be closed. If not, the parent will click on the ‘Dissatisfied’ button and the grievance will be forwarded to the institutes Grievance Redressal Committee.

### **For Teaching and Non-Teaching Staff**

- Stage 1 – Once the Staff has submitted his/her complaint, it will be notified to the respective HOD and the copy of which will be notified to Principal.
- Stage 2 – Immediately the HOD contacts the staff, understand the staff grievance, and give a solution after discussing the issue with the concerned person. Such resolution will be recorded on Online Grievance Redressal module which is reflected to staff and the Principal.

- Stage 3 – If the staff is ‘Satisfied’ with the resolution by his/her HOD the grievance matter will be closed. If not, the staff will click on the ‘Dissatisfied’ button and the same matter will be escalated to the Principal.
- Stage 4 – The Principal now looks into the grievance matter and provide a solution to the issue.
- Stage 5 – If the staff is ‘Satisfied’ with the resolution by the Principal the grievance matter will be closed. If not, the staff will click on the ‘Dissatisfied’ button and the grievance will be forwarded to the institutes Grievance Redressal Committee.

#### **For Administrative Staff**

- Stage 1 – Once the Staff has submitted his/her complaint, it will be notified to the Office Superintendent (OS) and the copy of which will be notified to Assistant Administrative Officer (AAO), Principal.
- Stage 2 – Immediately the OS contacts the staff, understand the staff grievance, and give a solution after discussing the issue with the concerned person. Such resolution will be recorded on Online Grievance Redressal module which is reflected to AAO and the Principal.
- Stage 3 – If the staff is ‘Satisfied’ with the resolution by OS the grievance matter will be closed. If not, the staff will click on the ‘Dissatisfied’ button and the same matter will be escalated to AAO and the copy to Principal.
- Stage 4 – Immediately the AAO contacts the staff, understand the staff grievance, and give a solution after discussing the issue with the concerned person. Such resolution will be recorded on Online Grievance Redressal module which is reflected to staff and the Principal.
- Stage 5 – If the staff is ‘Satisfied’ with the resolution by AAO the grievance matter will be closed. If not, the staff will click on the ‘Dissatisfied’ button and the same matter will be escalated to the Principal.
- Stage 6 – The Principal now looks into the grievance matter and provide a solution to the issue.
- Stage 7 – If the staff is ‘Satisfied’ with the resolution by the principal the grievance matter will be closed. If not, the staff will click on the ‘Dissatisfied’ button and the grievance will be forwarded to the institutes Grievance Redressal Committee.

#### **OFFLINE FILING OF GRIEVANCE BY ANY STAKEHOLDERS.**

If a stakeholder for any reasons decide to not use online grievance module but prefer to file an offline grievance, he/she can do so by dropping a letter in the complaint/grievance box installed in front of the Administrative Block. These grievances will also receive same attention as that of online grievance and same procedure will be followed in resolving the grievance.

#### **GRIEVANCE ESCALATED TO GRC**

Both online and offline grievances which were escalated to GRC for resolution will be taken up by the GRC.

## **GRIEVANCE REDRESSAL COMMITTEE**

In accordance with All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulations, 2012, F. No. 37-3/Legal112012, dated 25.05.2012 a Grievance Redressal Committee has been constituted. The objective of Grievance Redressal Committee is to prevent regarding unfair practices, alleged discrimination, and addressing the scholarship issues and sexual harassment cases and to provide a mechanism to students and stakeholders for Redressal of their grievances.

### **Objective:**

It is to deal with the complex situations in a tactful manner to lessen the condition felt to be oppressive or dissatisfied. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.

### **Structure & Constitution of the Grievance Redressal Committee shall be as under:**

<b>GRIEVANCE REDRESSAL COMMITTEE</b>			
<b>Sl. No.</b>	<b>Name</b>	<b>Position</b>	<b>Contact Details</b>
1		Chairman	
2		Member Secretary	
3		Member	
4		Member	
5		Member	
6		Member	
7		Member	
8		Member	
9		Student Member	
10		Student Member	


### **Meetings:**

1. The Member Secretary shall, with the approval of the Chairman of the Committee convene the meetings of the Grievance Redressal Committee as and when the need arises.
2. Member Secretary shall present the case before the committee for resolution.
3. Both the complainant and the person against whom the complaint is raised are to be presented along with documents in support of his/her complaint required for the speedy resolution of the grievance.

4. In resolving the grievances before it, the GRC will follow principles of natural justice.
5. The GRC shall send its report with recommendations, if any, to the Head of the Institution to act on it and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.
6. Any stakeholder aggrieved by the decision of the GRC may prefer an appeal to the Ombudsperson appointed by the affiliating University, within a period of fifteen days from the date of receipt of such decision.
7. In resolving the grievances before it, the GRC will follow principles of natural justice.
8. The Grievance Redressal Committee may mediate between the complainant and respondent, if required.
9. The Institution shall comply with the order of the ombudsman.
10. In case of any false/frivolous Complaint, the ombudsman may order appropriate action against Complainant.

## CONTACT US

 +91-821-2954081

 ATME College of Engineering,  
13th Kilometer, Mysuru-Kanakapura-  
Bengaluru Road, Mysuru-28, Karnataka.

 [info@atme.in](mailto:info@atme.in)

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