

Grievance Redressal Process

Written, Telephonic, E-mail Grievance by:

Students Parents Faculty Non teaching staff

Deputy Director

Admin officer

Faculty

Anti Ragging Cell*

Director

Internal complaints committee**

Grievance Redressal Committee (Institute) Declared in handbook

Within 10 days of receipt of complaint

Grievance Redressal Committee (SIU)

Submit written grievance

Identify the category (Discipline, Services, Crisis)

Summarize & verify code of conduct

Enquire (summon all concerned persons & record statement)

Recommendation within 5 days of receipt of complaint

Report to Director

Director (Accepts/ Rejects recommendation)

Communicate with students/ applicant within 3 further working days

Appeal by Students (If unsatisfied within 3 working days of the award of punishment)

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Implementation by the Institute

Final decision (VC)

UGC Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009 (Under Section 26 (1)(g) of UGC Act, 1956)

Constitution and procedure of ICC to be followed as per Section 4 of Sexual harassment of women at workplace (Prevention, Prohibition and Redressal) Act 2013