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POLICY ON GRIEVANCES REDRESSAL

It is needless to say that Grievance Redressal in a Service Industry, Educational Institution etc., places where public interaction is there in such places grievances are normally there from the people who are getting the services from such institution that is to express their displeasure in the services rightfully they are entitled for from the Institution.

In order to improve the quality of service and achieve customer satisfaction and customer retention it is very much essential to address those grievance and there is a need to redress them.

In the present day environment Courts are giving high priority for grievance redressal at all places of public interaction. This is considered very much essential to achieve a level of Stakeholder satisfaction / pleasure. Government also has taken various measures in this direction by setting up of Consumer courts both at district, State and at National level. Government has also made it mandatory to set up grievance redressal cells and Ombudsmen services in all its establishments, PSUs, PSBs and in regulatory bodies. Through this mechanism the aggrieved party will get his complaint resolved and necessary entitled rightful service from the authority.

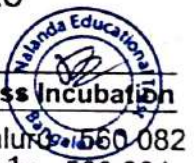
The complaint will draw immediate attention from the concerned to address these issues as far as possible.

Therefore, in an educational institution **Grievance Redressal** is a management- and governance-related process and compliance to the regulatory guidelines by University / AICTE/ NACC.

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Hence, the term "Grievance Redressal" primarily covers the receipt and processing of complaints from citizens, consumers and other Stake holders, a wider definition includes actions taken on any issue raised by them to avail services more effectively and get their rights fulfilled.

2. What is the Process and Workflow for Grievance Redressal:

Every Institution has to identify a designated Official to receive the complaint or feedback from the Student / Parent of the student / stakeholder known as the Aggrieved Party(AP) and the same is referred to the concerned Grievance Redressal Committee to do the needful. So, our Management has appointed the Principal of the institution as the Authorized Official to receive the complaints from Aps.

The grievance redressal flow include the following steps:

A. Input acceptance:

Aggrieved Parties convey their grievance to the organization / Institution through written letters, registered communications, emails, etc. These inputs may be submitted by mail, over the Internet, or in person.

B. Anonymity[:

Aggrieved Parties are often reluctant to report grievances that target individual executives of the organization, especially those who may influence their future interactions or have the potential to take vengeance. Under such conditions, the organization needs to assure the customer that her / his identity will be hidden from executives, and preferably from everyone. This, however, opens the potential problem of deceitful negative inputs purposefully targeted against specific executives, as the people reporting are kept anonymous.

There are cases when employees themselves submit feedback - positive for their professional gain, and negative if targeting colleagues. (Some service centers make employees sign blank feedback forms to create positive statistics). Such situations can be prevented by seeking verification of identity of aggrieved party.



C. Acknowledgement & Status Tracking:

Aggrieved Parties tend to develop much greater confidence in the grievance and feedback mechanism if they are given a formal acknowledgement. The acknowledgement could be by SMS and Email even manually written letters.

D. SOME OF THE ISSUES ARE CONSIDERED AS MAJOR ISSUES FOR AWARDING PUNISHMENT, WHICH ARE LISTED AS UNDER:

Sexual harassment, Harassment to SC/ST students / Staff, Drug Abuse, Smoking in the Campus, Person in intoxication state/ consumption of Alcohol, Causing injury to a person/s, Fighting with / carrying arms and ammunitions, Copying the Examination, Causing damage to the assets belonging to the institution and other stake holders, Theft, Viewing Porno Scenes on Mobiles / Laptop are to be treated as Major Misconduct while awarding punishments.

The concerned grievance redressal committee has to brought the Major issues before the Management Committee for awarding punishment and its views as it requires a committee approach to award such punishments.

3. CONSTITUTION OF VARIOUS GRIEVANCE REDRESSAL COMMITTEES IN IAME:

a). Every Institution affiliated with a Recognized University/ approved by AICTE / and NAAC accredited have mandatorily constitute various Grievance Redressal Committees, in order to provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as for those seeking admission to such institutions. **Therefore, IAME is in the forefront to set up various committees as mandated since its inception.** To formulate a detailed policy in place to meet the present day requirements for the benefit of the institution and its students and in compliance to statutory regulations the policy is drafted for implementation.



b). APPOINTMENT OF OMBUDSPERSON:

AICTE prescribes only affiliated University, Technical University, Private University, Deemed to be University shall appoint Ombudsperson for redressal of grievances of students under the UGC (Redress of Grievances of Students) Regulations, 2019. However, IAME has decided to have a Ombudsperson in place and It has appointed a Senior Well Experienced Banker as its CEO (Chief Executive Officer), who was a professional Banker held highest position in reputed Public Sector Banks. He is having more than three decades of experience in handling various departments especially Human Resources (including SC/ST/ OBC related issues), Forex, Credit Management, General Administration and Legal issues (mainly labour lawas and Industrial Disputes and other court matters) and well versed in Customer Services. In addition to all these, he was a faculty in the Bank's, Staff Training College. Therefore, the IAME Board has decided to appoint the CEO of the institution Shri. S. Shridish, as the Ombudsperson of the Institute and will take care of resolving the Grievances of both the students and the public connected with.

THIS measure of setting up of Ombudsperson in our institution is to bring in proficiency in our approach in running the Institution.

c). FUNCTIONS OF OMBUDSPERSON:

The Ombudsperson shall hear appeals from an aggrieved student(s) / stake holder (herein mentioned as Aggrieved Parties), only after the Aggrieved Parties (AP) have availed all other remedies provided under various regulations from the grievance redressal committees which are formed to redress their grievances.

ii). The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.

iii). The Ombudsperson shall make all efforts to resolve the grievances within a reasonable period say 30 days of receiving the **appeal** from the AP.

iv). Grievances not resolved by the Grievance Redressal Committees shall be referred to the Ombudsperson, within 15 days of the final orders of the Committees.



v). The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with in the ambit of the Institutions (IAME) powers and which he can take up the issues with the Top Management for resolution, with reasons therefore as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the AP. However, he will not hear grievances that are not within his reach and the matters that are related and to be dealt other Regulatory Authorities.

vi). The AP will be provided with copies of the order under the signature of the Ombudsperson, and a copy will also be placed with the Institution web site/ files.

vii). The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

viii). All Grievances Redressal Committees have to submit the outcome of their grievances redressed orders / findings to the Ombudsperson without fail within 7 days of their committee meetings.

d. FOLLOWING ARE THE DIFFERENT COMMITTEES THAT ARE SET UP IN OUR INSTITUTION:

- i). Student Grievances Redressal Committee
- ii). Committee for Women Empowerment / Anti-Sexual Harassment of women /Girls.
- iii). Anti-Ragging Committee
- iv). SC/ST Grievances Redressal Committee
- v). Student Welfare Committee
- vi). Sports Committee
- vii). Cultural Committee
- viii). Tour Committee

All committees should meet once a quarter OR **At least THREE MEETINGS IN AN ACADEMIC YEAR** have to be conducted.



I). STUDENT GRIEVANCES REDRESSAL COMMITTEE:

The role and matters handled by the Committee is in respect of facilitating mechanisms like guidance cell, placement cell, welfare measures to support students in grievance redressal cell. Specially designed inputs are provided to the needy students with learning difficulties. Provision is made for bridge and value added courses in relevant areas. Institution has a well-structured, organized guidance and counseling system in place. Students benefited through scholarships, free ships, and other means are covered under this Committee.

CONSTITUTION OF THE COMMITTEE:

- a). Principal - Chairman
- b). Vice-Principal - Coordinator
- c). Members: - 3 faculty members, of which minimum one should be a lady member and the other from SC/ST/OBC category
- d). Min of 2 students of which one should be girl student . The Principal based on academic merit / excellence in sports / performance in co-curricular activities - special invitee can be called for.
- e). The term of the members and the special invitee shall be of two years.
- f). The Quorum for the meeting including the Chairman, but excluding the special invitee, shall be three.

II). INTERNAL COMPLAINT COMMITTEE - SEXUAL HARASSMENT OF GIRLS / WOMEN:

Responsibilities of the Institution as per Gender Sensitization, prevention and Prohibition of Sexual Harassment of Women employees and Students and Redressal of Grievances in the Institution.

THE POSH ACT AND RULES: Sexual harassment at a workplace is considered violation of women's right to equality, life and liberty. It creates an insecure and hostile work environment, which discourage women's participation in work, thereby adversely affecting their social and economic empowerment and the goal of inclusive growth. The Supreme Court during 2013 has Ordered GOI to enact a law to be followed at all workplaces or institutions. Accordingly, the Sexual



Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act 2013 was enacted .

The Act defines sexual harassment as unwelcome acts or behaviour (whether directly or by implication) namely Physical contact and advances, a demand or request for sexual favors, making colored remarks, showing pornography, any other unwelcome physical, verbal or non-verbal conduct of sexual nature will be considered as sexual harassment. The committee will take the POSH Act into account while dealing with the issues and act accordingly.

Act decisively against all gender based violence perpetrated against employees and students of all sexes recognizing that primarily women employees and students and some male students and students of the third gender are vulnerable to many forms of sexual harassment and humiliation and exploitation.

The Committee organize training programs or as the case may be, Workshops for the officers, functionaries, faculty and students, to sensitize them and ensure knowledge and awareness of the rights, entitlements and responsibilities enshrined in the Act.

Organize regular orientation or training Programmes for the members of the ICC to deal with complaints, steer the process of settlement or conciliation, etc., with sensitivity.

CONSTITUTION OF THE COMMITTEE:

- A Presiding Officer who shall be a woman Faculty member not below an Associate Professor nominated by the Governing / Management Committee.
- Two Faculty members and two non-teaching employees, preferably committed to the cause of women or who have had experience in social work or have legal knowledge, nominated by the Governing / Management Committee.
- Three students (Comprising of at least one girl student) of which one student from PG Final / pre-final year level and one student from Undergraduate level.
- One member from amongst Non-Government Organization or Association Committed to the cause of women or a person familiar with the issues relating to sexual harassment, nominated by the GC /MC.



- At least one-half of the total members of the ICC shall be women
- **Persons in Senior position such as Chairman / Secretary of the Society, Principal / Director of the institution , etc, shall not be the members of the ICCs in order to ensure autonomy of their functioning.**
- The term of Office of the members of the ICC shall be a period of 3 years. However, we may also employ a system whereby 1/3 rd of the members of the ICC may change every year.
- The committee has to update the AICTE the annual report by furnishing the following details by 30th June of the Calendar year:
 - a). Number of Complaints received, disposed during the year,
 - b). Number of complaints disposed off during the year
 - c). Number of cases pending for more than 90 days
 - d). Number of workshops or awareness programme carried out for the officers, functionaries, faculty and students to sensitize them against sexual harassment
 - e). Nature of action taken by the Institution against the perpetrator.

III. ANTI RAGGING COMMITTEE:

In view of the directions of the Honorable Supreme Court in SLP No. 24295 of 2006 dated 16.05.2007 and in Civil Appeal Number 887 of 2009 dated 08.05.2009, to prohibit, prevent and eliminate the scourge of ragging, AICTE vide order NO. 37-3 / Legal/AICTE/2009 dated 01.07.2009 made regulatory provision that all approved institutions have to comply with the provisions made in the Regulations. Based on the Regulations every approved institution shall have to set up Anti-Ragging mechanism by way of adequate Publicity through various mediums.

CONSTITUTION OF THE ANTI RAGGING COMMITTEE:

- Principal - as Chairman
- Vice Principal - Coordinator
- Local Inspector of Police – Special Member
- 2 Faculty Members, of which one should be Senior and the other a Lady Faculty – as Members
- 2 Students (1 belonging to fresher category and 1 a Senior Student) – as Members.



In addition to the above committee the Institution will have to Anti - Ragging Squad and also setup Anti- Ragging Cell to avert untoward incidences in the institution.

What Constitutes Ragging:- "Any act of physical or mental abuse (including bullying and exclusion) targeted at another student (fresher or otherwise) on the ground of colour, race, religion, caste, ethnicity, gender (including transgender), sexual orientation, appearance, nationality, regional origins, linguistic, identity, place of birth, place of residence or economic background or physically weak etc."

The Anti-Ragging Committee shall oversee

- Installation and operation of CCTV cameras at vital points,
- Conduct Anti-Ragging Workshops,
- Up-dation of all Web Sites of the Institution with complete details, alarm bells etc.,
- Regular interaction and counseling with the students,
- Identification of trouble- triggers,
- Ensure mentioning of Anti-Ragging warning in the Institution's prospectus and information booklets /brochures and
- Conduct surprise inspection of hostels, student accommodation, canteens, rest cum recreational room, toilets, bus-stands and any other measures which would augur well in preventing / quelling ragging and any uncalled for behaviour / incidents shall be undertaken and
- Ensure display of Anti-Ragging posters at all prominent places such as Administrative Block, Departments, Library, Canteen, Hostel, Common facilities etc., and the size of the posters should be 8'x 6"
- Ensure submission of an online compliance of Anti-Ragging Regulations to AICTE at www.antiragging. And
- Ensure obtention of undertakings from every student and every parent every academic year on-line through www.antiragging.in and www.amanmovment.org.



IV. COMMITTEE FOR SC/ST GRIEVANCE REDRESSAL :

To address the grievances of Faculty / Staff members including service matters at the institution level itself and student related issues will be dealt by the committee.

CONSTITUTION OF THE COMMITTEE:

- Principal of the Institution as Chairman,
- Vice-Principal as Coordinator
- 2 members shall be SC/ST and one member shall be a woman.

NOTE: The Aggrieved Faculty / Staff not satisfied with the decision of Grievance Redressal Committee may appeal to the concerned affiliated University (BU) for redressal of their grievance.

V. STUDENT WELFARE COMMITTEE:

The Committee targets at avoiding the hindrances that may come in the path of a student's learning process, so that they can be qualified professionally upon the national and international levels. This committee complies with the policies set by the University / AICTE/ NACC in order to facilitate a positive academic environment to the students and help them to proceed in their career with minimal obstruction. During the stay of a student in the campus, this committee is responsible for solving all the students grievances. The committee is responsible for the general and specific well-being of students. The committee works for the overall welfare of the student in terms of student development which consists of student development program and student publication, counseling of the students, social activities etc.,

FUNCTIONS AND ROLE OF THE COMMITTEE:

- To develop the student –teacher relationship bond
- Understanding what is required for their development in any manner by listening to their problems
- Assisting the students in their learning process
- This includes both academics and also the practical learning experience
- Addressing and solving their various issues



- Addressing the feedbacks of students regarding different areas of curriculum and resolving the issues with no or little efforts from the students
- Flourishing relationship with parents and organizing meeting for them
- Addressing the issues from guardians and resolving them to whatever the needs are
- Organizing special coaching for slow learners
- Conducting periodic meetings to talk over student welfare, by organizing activities and facilitating student interests
- Organizes co-curricular activities for personality development
- Managing the needs for extracurricular activities.

CONSTITUTION OF THE COMMITTEE:

- Principal - as Chairman
- Vice-Principal
- 2 faculty members of which one should be Lady faculty.
- 2 students (one student from final/ pre-final and one first year student) of which one should be a girl student

VI. SPORTS & CULTURAL COMMITTEE:

The Committee's role is to encourage Athletics, Physical education and Recreation amongst students, faculty, and staff together in educational activities that promote healthy lifestyles, enhance a sense of community, foster growth in leadership and team work skills, and encourage the pursuit of excellence.

The Institute provides its students numerous opportunities for co-curricular activities to enrich their cultural interests. The cultural committee of the college shall encourages the students to take part in a wide variety of cultural competitions such as singing, dancing, debates, creative writing etc. and holds various cultural activities throughout the year. It also organizes various Fests and Cultural Activities, where students participate enthusiastically to make the programs a mega success. Such festivals serve as a workshop to test and develop the students' organizing ability, teamwork and personality. Therefore, the committee plays a vital role in the area of Sports and Culture.



CONSTITUTION OF THE COMMITTEE:

- > Principal - as Chairman
- > Vice-Principal - Member
- > Physical Education Faculty - Member
- > 2 faculty Staff of which one should be a Lady faculty
- > 3 Students (One final / pre-final year) of which one girl student
(The members from the Student community is preferably from the respective field of sports and culture)

VII). TOUR COMMITTEE:

To develop the spirit of observation of different life styles and cultures of people living in different areas of the country, to inculcate significance of relation between human life and nature in different forms, organizing tours, field trips and field visits the tour committee plays an important role.

The committee take necessary measures to maintain safety and security of students at the time of Tour /Trip etc., to communicate with parents for parental consent and provide the details of the trip will be attended by the committee on priority. Therefore, to maintain the necessary records and prepare the report of Tour / Trip etc. will be done by the committee.

This committee oversee and undertake arrangement of Student Tours both Educational as well as Industrial tours for the benefit of the students.

CONSTITUTION OF THE COMMITTEE:

- > Principal - as Chairman
- > Vice - Principal - Member
- > 2 Faculty members (one Lady faculty) - Members
- > 2 Students of which one girl student - Members

The committees have to ensure conducting of periodical meetings as prescribed by the affiliated University / UGC / AICTE/ NACC. Minutes of such meeting have to be recorded and submitted to the Management Committee & Governing Council.

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