



BHARAT INSTITUTE OF TECHNOLOGY

(Sponsored by Chinta Reddy Madhusudhan Reddy Educational Society)
(Affiliated to JNTU, Recognised by AICTE & Approved by Pharmacy Council of India)
Mangalpally (Village), Ibrahimpatnam, Ranga Reddy District - 501 510.
Ph : 958414252645, (Admn. Office : 91-040-27676372, 27645849)

Date: 19/06/2024

GRIEVANCE REDRESSAL CELL (GRC)- AND GRIEVANCE REDRESSAL CELL COMMITTEE FOR THE ACADEMIC YEAR 2024-2025.

The function of the cell is to look into the complaints lodged by any student or staff on their consent. The grievance cell is also empowered to look into the matters of harassment. Anyone with a genuine grievance may approach the department members in person or consult with the student's council. In case the person is unwilling to appear in self/grievances may be dropped in writing at the letterbox/ suggestion box of the grievance cell at administrative block.

Objective:

The objective of the Grievance cell is to develop a responsive atmosphere and accountable attitude among all the stakeholders to maintain a harmonious educational atmosphere in the institute.

A Grievance cell should be constituted for the redressal of the problems reported by students of the college with the following objectives:

1. Upholding the dignity of college by ensuring a strife-free atmosphere in the college through promoting cordial student-student relationships and student – teacher relationships etc. Encourage students to express their Grievances/ problems freely and frankly, without the fear of being victimized.
2. Advising students of the college to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
3. Advising all staff to be affectionate to the students and not behave in a vindictive manner towards any one for any reason.
4. Ragging in any form is strictly prohibited inside and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of Principal.



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5. A Suggestion/Complaint box is installed in front of the BIT Administrative Block in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the academics / administration in the college..

MECHANISM FOR REDRESSAL OF GRIEVANCES OF STUDENTS AND STAFF

The students are themselves stakeholders in any institution imparting education, and we endeavor to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit into consideration the institute has decided to provide a mechanism to students for Redressal of their grievances as protection of human rights is essential for the all-round development of an individual's personality. To realize the primary needs of the students, staff and secure civil liberties for everybody, a Grievance Redressal Cell has been constituted. The cell is indented to find solutions for all kinds of grievances as mentioned in UGC regulation.

The Grievances may broadly include the following complaints from aggrieved students

- **Academic grievances** that include complaints related to classroom teaching, classroom management and completion of syllabus.
- **Non-Academic grievances** such as discipline issues, any kind of physical or mental harassment, etc.
- **Grievance related to Assessment** that includes complaints on delay in declaration of results, non transparent or unfair evaluation process, etc.
- **Grievance related to Victimization** that includes complaints on alleged discrimination of students from backward castes, women and minority sections.
- **Grievance related to Attendance** that includes complaints regarding improper maintenance of student attendance records.
- **Grievance related to Charging fees** that include complaints on demand of money in excess of that specified in declared admission policy or approved by competent authority to be charged by the institution.
- **Grievance regarding conducting of Examinations** includes complaints regarding delay in conduction of examinations beyond that specified in academic calendar.



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COMMITTEE:

There will be Grievance Redressal Committees at the Institute level deals with the grievances of the students and staff.

The Institute level Grievance Redressal Committee will be as under:

1. Chairman
2. Up to a minimum of 5 (five) faculties to be nominated by the chairman

This committee will deal with the Grievance related to Academic and Administrative matters of Institution.

A Centralized Confidential Students Grievance Redressal Committee has been reconstituted on 18/06/2024, to redress the grievances and complaints of the students.

S.No	COMMITTEE MEMBERS	DESIGNATION	POSITION	MOBILE NUMBERS
1	Dr.Anuvrat Sharma	Principal	Chairman	7993640745
2	Dr. Reddy Nazemoon	HOD Dept. of Pharmaceutics	Secretary	9866108709
3	Dr.J.Bhaskar	Associate Professor	Member	9704333793
4	Dr. Asra Jabeen	HOD Dept. of Pharmacognosy and Phytochemistry	Member	9700889601
5	Dr. Namratha Sunkara	HOD Dept. of Pharmaceutical Analysis	Member	9951474021
6	Mrs. Teja Sri Soumya Kari	Assistant Professor	Member	7569477351



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This committee will deal with all the Grievances directly which is related to the common problems at the institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by students against the decision of the Institute level committee.

Procedure for Redressal of Grievances

The aggrieved student will submit the application of Grievance or appeal to the Institute level committee, through the, grievance cell faculty members or Head of Departments addressing to the Head of Institute (Chairman of grievance committee) concerned.

Procedure for lodging complaint:

1. The students may feel free to put up a grievance in writing /in the format available in the admin dept. and drop it in inboxes.
2. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
3. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
4. The Grievance cell member after verifying the facts will try to redress the grievance within a reasonable time.
5. If the student is not satisfied with the verdict or solution of the concerned faculty member, then the same should be placed before the total Grievance redressal committee.
6. The Chairman of the Institute grievance committee, after verifying the facts and the papers concerned and discussing with the committee members will place the matter in meeting or shall pass appropriate order in the best possible manner within a reasonable time.
7. The committee at all levels will observe the law of natural justice and hear the complaint and concerned people.
8. The relevant provisions of the Act/ Regulations shall be kept in mind while passing an order on any Grievance at any level and no such order shall be passed in contradiction of the same.



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Scope:

The cell will deal with Grievances received in writing from the students about any of the following matters:-

1. Academic Matters:

Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates, or other examination related matters.

2. Financial matters:

Related to dues and payments for various items from the library, hostels.

3. Other Matters:

Related to certain misgivings about sanitation conditions, food preparation, availability of transport, victimization by teachers, etc.

Functions:

1. The cases will be attended to promptly on receipt of written grievances from the students.
2. The cell formally will review all cases and will act accordingly as per the Management policy.
3. The cell will give a report to the authority about the cases attended to and the number of pending cases, if any, which required direction and guidance from the higher authorities.

Responsibility for Redressal

1. The final responsibility for grievance Redressal rests with the Chairman / Head of the Institution.
2. The college expects that grievance Redressal to be time-bound and result-oriented.
3. Every grievance is expected to be resolved within a reasonable period.
4. The Grievance Redressal Cell of the college shall monitor the status and progress of Grievance Redressal and shall furnish the proper solutions.



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Powers:

1. In case of any grievance, the members of the cell are empowered to sort out the problems at their level through discussion with students.
2. If the members fail to find out any solution, the matter is referred to the Principal for a final commitment the matter.
3. Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion, the matter is solved.
4. If anybody is found to be guilty of any kind of nuisance he or she is given punishment with due consideration by the Principal.
5. The nature of punishment, information to the police (if a situation arises for so), and expelling from the college is as per the rule of the institute.

Exclusions:

The Grievance Redressal cell shall not entertain the following issues:

1. Decisions of the Governing body, Academic council, Board of studies, and other administrative or academic committees constituted by the University.
2. Decisions about the award of scholarships, fee concessions, medals, etc; Decisions made by the University regarding boundary matters and misconduct.
3. Decisions of the University about admissions in any courses offered by the institute.
4. Decisions by a competent authority on assessment and examination results.

Reconstitution of Grievance Redressal Cell:

The cell is having the provision of being reconstituted every year if the situation arises for so by the Head of the Institution him-self along with suggestions sought from the in-charge administrative body. Care has to be taken to select staff members from each stream



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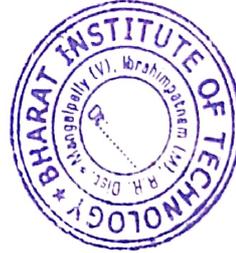
19/06/2024

CIRCULAR

All the members of student grievance redressal committee are informed to attend a meeting in the chamber under signed on 20/06/2024.

Agenda of Meeting:

1. To discuss about the action plan to be executed by student grievance redressal committee to maintain the college free from grievances for the academic year 2024-2025.
2. To acknowledge Dr. Anuvrat Sharma Sir as the Chairman for Grievance redressal committee and all the activities of the team will be done under his supervision from June 2024 for the academic year 2024-2025.



CHAIRMAN
(Grievance redressal
Committee)
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Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee



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The minutes of student grievance redressal committee meeting held on 20/06/2024.

MINUTES OF MEETING

- 1) To introduce the scope and functions to the newly appointed committee.
- 2) To discuss procedure for submitting grievances.
- 3) To discuss fresh representations received from students

MEMBERS PRESENT:

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1	Dr.Anuvrat Sharma	Principal	Chairman
2	Dr. Reddy Nazemoon	HOD Dept. of Pharmaceutics	Secretary
3	Dr.J.Bhaskar	Associate Professor	Member
4	Dr. Asra Jabeen	HOD Dept. of Pharmacognosy and Phytochemistry	Member
5	Dr. Namratha Sunkara	HOD Dept. of Pharmaceutical Analysis	Member
6	Mrs. Teja Sri Soumya Kari	Assistant Professor	Member



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Tabulation of Grievances received for the academic year 2024-25 (Till date)

S.No	Date	Name	Category	Complaint Description	Status
1.	21/07/2024	A. Gayathri	Complaint	Requested for Grace period 2024 of one month to clear the due amount in paying bus transport fee	Solved
2.	11/08/2024	B. Anjali	Complaint	Requested for adding desks in their class room for ensuring comfortable seating of all students	Solved




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