

IITM/FP/GRP/05

GRIEVANCE REDRESSAL MECHANISM POLICY

In accordance with the directives of All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 vide F. No. 1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019 and All India Council for Technical Education (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021 vide F.No.1-103/ AICTE / PGRC / Regulation / 2021 Notified on 25th March, 2021.IITM has establishment grievance redressal mechanism for students, faculty and staff members.

AIM & OBJECTIVE

To provide the opportunity for redressal of grievance for students, faculty & staff related to matter like policy, infrastructure, governance, academics matter, library, central services, and resource etc.

To redress the grievance of its stakeholder by sorting out the problems promptly and judiciously that will result in pleasant, ambient atmosphere and good work culture with an in-built goodwill and mutual understanding among its stakeholder.

Constitution of Committee: Grievance Redressal Mechanism for Faculty / Staff and Students

The Director, in consultation with other faculty members, appoints the coordinator and Faculty members of the committee. The student representatives are selected through election.



Sr. No.	Designation	Position in committee
1	Director	Chairperson
2	Male/Female Faculty	Convener
3	Female Faculty	Member
4	Male/Female Faculty (SC/ST/OBC Category)	Member
5	Psychologist	Member
6	Psychiatrist	Member
7	Student Representative	Member
8	Student Representative	Member
9	Student Representative	Member
10	Student Representative	Member
11	Ombudsman	Member

Conditions

- 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.
- In considering the grievances before it, the SGRC shall follow principles of natural justice.
- The grievance redressal committee 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/faculty/staff 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



Roles:

Role of Convener

- The convener have to coordinate with all the members and students representative for issues pertaining to Grievance Redressal Committee
- The convener shall hold a meeting of members and the aggrieved person

Role of Faculty Member

- Faculty member shall participate in meetings and give his/her suggestion to reduce the grievance in best way possible
- Faculty member shall maintain minutes of meeting in a file.

Role of Student Representative (Member-SGRC)

- Student representatives shall participate in meetings pertaining to the matter of student's grievance.

Responsibility of Committee

- The Grievance Cell shall inform in writing or via-e-mail, the complaining party and individuals or groups named in the complaint of the time and place of the hearing.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Grievance redressal committee may forward the case to the higher authority, if required.
- Maintenance of records of grievances
- Submission of compliance to the statutory bodies

Online link for Grievance: <https://iitmjanakpuri-sdc.in/tracking/>

Disclaimer: The content of this policy are intended for Grievance redressal committee for faculty/staff and students of IITM(For Internal Use only). For other detail it may be otherwise be protected by the laws stipulated by guidelines All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 vide F. No. 1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019 and All India Council for Technical Education (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021 vide F.No.1-103/ AICTE / PGRC / Regulation / 2021 Notified on 25th March, 2021<https://www.aicte-india.org/sites/default/files/approval/2023-24/Appendix-6.pdf>

