

# Grievance

This in compliance to public notice issued on 16/07/2012 by AICTE in leading Newspapers.

It is to inform all concerned that Grievance Redressal Committee with following constitution has been established at BVIMR

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## **MECHANISM FOR REDRESSAL OF GRIEVANCES OF STUDENTS**

The students are the main stakeholders in any institution imparting education, and its endeavour to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit in consideration the Institute has decided to provide mechanism to students for redressal of their grievances as under:

- The Grievances may broadly include the following complaints of the aggrieved students
  - a. Academic
  - b. Non-Academic
  - c. Grievance related to Assessment
  - d. Grievance related to Victimization
  - e. Grievance related to Attendance
  - f. Grievance related to charging of fees/Penalty
  - g. Grievance regarding conducting of Examinations
  - h. Harassment by colleague students or the teachers etc.
  
- There will be Grievance Redressal Committees at the Institute level to deal with the grievances of the students:
  - i. Head of Institute – Director
  - ii. Dean of the concerned Program
  - iii. Head of the concerned Program
  - iv. Two faculty members to be appointed by the Director
  - v. Associate Dean Administration - Member Secretary

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

## **Procedure for Redressal of Grievances (RoG)**

An aggrieved student who has the Grievance or Grievances shall make an application first to the concerned HoD. The Head of Program after verifying the facts will try to redress the grievance within a reasonable time, preferably within a week of the receipt of application of the student. If the student is not satisfied with the verdict or solution provided by the HoD, then he/she can submit an appeal to the Institute level committee within a week from the date of the receipt of the reply from the Program HoD.

The Head of Institute, after verifying the facts and the papers concerned and having discussion with the concerned program HoD, the institute level committee will look into the matter which shall either endorse the decision of the HoD or shall pass appropriate order in the best possible manner within a reasonable time, preferably within 10 days of receipt of application.

If the student is not satisfied with the redressal offered by the Institute level committee and feel that his/her Grievance is not redressed, he/she can submit an appeal to the Institute level committee within a week from the date of receipt of decision with the relevant details.

The Institute level committee should consider the appeal of the student and make appropriate recommendations to the Director within a reasonable time, preferably within 10 days. On approval by the Director the final decision is to be communicated to the student through the respective Head of Program (HoD).

The Institute level committee, if needed, may recommend to the Director necessary corrective action as it may deem fit, to endure avoidance of recurrence of similar grievance at any of the Institute under the university.

While dealing with the complaint the committee at all levels will observe law of natural justice and hear the complainant and concerned people.

While passing an order on any Grievance at any level the relevant provisions of Act/Regulations should be kept in mind and no such order should be passed in contradiction of the same.

The student will submit the application of Grievance or appeal to the Institute level committee, as the case may be, through the Head of Program and Head of Institute concerned.

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