

2020

POLICY DOCUMENT

GRIEVANCE REDRESSAL CELL



**Agriculture and Food Management Institute**

**Belawadi, Srirangapatna Taluq, Mandya Dist - 571 438**  
**Web Site: [www.afmiworld.in](http://www.afmiworld.in)**

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## PREFACE

Maharaja Institute of Technology Mysore has been upholding and uplifting the stakeholders in realizing their potential in all spectrum of professional life. Ever since the inception of the Institute by proven academicians, the institute is strategizing, devising and establishing various schemes in all practices of the institute, those are intended towards advocating right morality and positive attitude in all walks of life.

Even when all elements of the system are in place, the possibility of human error of judgment does have the potential of disrupting the right motives of the system as well cause substantial harm to the integrity of an individual and the system as a whole.

In order to ascertain that such of disruptive roots are not nourished and to address all elements which otherwise would not realize full potential, the institute has established **Grievance Redressal Cell**.

The **Grievance Redressal Cell** of Maharaja Institute of Technology Mysore develops a responsible and positive attitude among students, staff and other stake holders in order to maintain a harmonious and conducive educational atmosphere.

**DR. CHANDRASENA V**  
Chairman, Grievance Redressal Cell

**PROF. SAURAB SINHA**  
Director

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## **1. GRIEVANCE – AN INTRODUCTION**

Grievance means a complaint that includes any kind of discontent or dissatisfaction or negative perception, arising out of anything connected with institute that a student or parent or staff member thinks, believes, or even feels, is unfair, unjust or inequitable. Grievance is a wrong or hardship suffered, whether real or supposed, which forms legitimate grounds of complaint.

At any instance of stay in the institute, the spectrum of issues that may bother ones well being both physically and mentally, that disturbs efficacy and any one with such undergoing is termed as Aggrieved.

The Spectrum may include

- Physical assaults of any kind
- Undue comments and gesture intended towards creating disruptive environment.
- Usage of any kind of slangs, etc
- Any kind of plots towards harming the harmony of an individual.
- Propagating any untoward/misleading information on anyone with disruptive intension.

### **1.1 GRIEVANT**

Grievant means a student, parent, staff member or group of students or parents or staff members submitting the grievance having undergone any kind of incidents caused by other elements of the institute that potentially disturbs normal mindset in the working pattern.

### **1.2 CAUSES FOR GRIEF**

The causes of grief could be any aspect that prohibits an individual from performing to ones full potential. The causes may include those that are explained earlier.

### **1.3 GRIEVANCE REDRESSAL**

While the term "Grievance Redressal" primarily covers the receipt and processing of complaints from Stakeholders, a wider definition includes actions taken on any issue raised by them to avail services more effectively in order to perform to their full potential.

## **2 GOVERNMENT'S CLAUSE**

The Ministry of Human Resources Development (MHRD), Government of India has emphasized that there is a need of structured mechanism for online registration as well as

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disposal of the Grievances of students/Faculty/stakeholders in every institution approved by AICTE:

In view of the above, institution has put in place an online mechanism for registering and disposing of Grievances. The outcomes to be fulfilled are as follows

- Each of the Institutions should have a notice board/flex board fixed near the office of the Head, indicating the details of online Grievance Redress Mechanism i.e. URL of the online Grievance Redressal Portal, names, contact nos. and e-mail IDs of members of the Grievance Committee, to ensure publicity/ awareness of the establishment of Grievance Redress Mechanism/Students Grievance Portal. This would help speedy Redressal of the Grievances and obviate/reduce the urge to lodge the Grievance on pg. portal of DARPG.
- An online monthly Status Report regarding the number of Grievances received, disposed off and pending as on the last day of the previous month should be informed to AICTE.
- Non-registration of Grievance on the Web Site of the Institution resulting in more number of Grievances being registered on the pg. portal of Central Government which would be an indication that the Grievance Redressal Mechanism of the respective Institution is not working properly to the satisfaction of the petitioners.
- The performance of the Grievance Redress Mechanism at the point of arising of the Grievance, i.e. Institution may be taken into account by the Accreditation Agencies.
- The Council shall take into account the performance of the Grievance Redress Mechanism at the point of origin of the Grievance, i.e. Institution, at the time of renewal of their permission/approval every year.

### **3 AFMI GRIEVANCE REDRESSEL CELL**

As per the guidelines of AICTE, the **Grievance Redressal Cell** of Maharaja Institute of Technology Mysore (GRCAFMI) has been established to develop a responsible and positive attitude among students and other stake holders in order to maintain a harmonious educational atmosphere.

The Grievance Redressal Cell (GRC) categorizes, analyzes the merits of the grievance, and forwards the grievance to the respective department/section/institute/individual requesting him/her/them to enquire into the grievance.

The cases will be attended promptly on receipt of written/e-mailed grievances from the students and other stake holders directly. The cell formally will review all cases and will act accordingly.

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The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

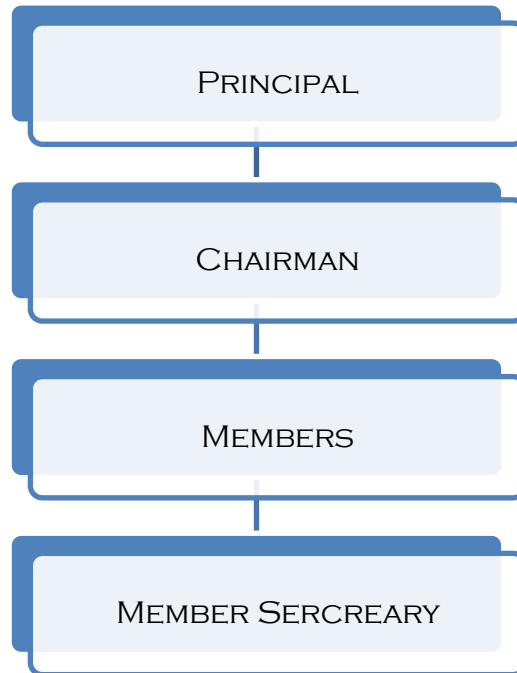
### 3.1 CELL MEMBERS

The Composition of the Grievance Redressal Committee is as follows.

S/L	NAME AND CONTACT NUMBER	DESIGNATION AND DEPARTMENT	POSITION	E-MAIL
1	Dr. Chandrasena V	Professor	Chairman	<a href="mailto:dr.vcsen@gmail.com">dr.vcsen@gmail.com</a>
2	Prof. Mohamed Ameen Shariff	Professor	Member	ameenafmi@gmail.com
3	Dr. Sadath Ali Khan	Professor	Member	hssadathalikhan@gmail.com
4	Prof. Sudarshan Krishna	Professor	Member	examinationafmi@gmail.com

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## 3.2 ORGANIZATION STRUCTURE



**Figure 1: Organization Structure**

## 3.3 OBJECTIVES

- To develop an organizational framework to resolve grievances of the students and other stakeholders.
- To enlighten the students on their duties and responsibilities to access benefits.
- To ensure effective solution to the student's grievances.
- To investigate the reason of dissatisfaction.
- To obtain where possible a speedy resolution to the problem.
- Upholding the dignity of the Institution by ensuring strife free atmosphere in the Institute through promoting cordial student-student relationship and student teacher relationship etc.
- To support, those students who have been deprived of the services for which he/she is entitled.
- To make teaching and supporting staff responsive, accountable, courteous in dealing with the students
- To ensure effective solution to the student grievances with an impartial and fair approach

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- Encouraging the students to express their grievance/problems freely and frankly without any fear of being victimized
  - Advising the students to respect the right of dignity of one another and show restraint and patience whenever any occasion arises.
  - Advising the students to refrain from inciting students against other students or teachers and institute Administration
  - To create a platform where students can point out their problems, regarding academic and non academic matters.
  - Get suggestions from the students for improvement.
  - Take necessary steps for improvement in the light of grievances.

### **3.4 SCOPE**

The committee will deal with Grievances received in writing from the students about any of the following matters.

- Academic Matters: Related to the teaching, conduction of internal assessment test, award of internal marks, and conduct of lab examinations and behavior of student- staff on daily basis.
- Non Academic Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers, etc.
- Any other matter/issue deemed to cause any kind of grievance amongst the stakeholders.

### **4 PROCEDURE FOR LODGING COMPLAINT**

- The complainant may approach (personally or through written request/e-mail) or any of the committee members of the Cell. Alternatively, complaints can be submitted along with the necessary documents to [examinationafmi@gmail.com](mailto:examinationafmi@gmail.com) in the complaint gateway of the institute's website [www.afmiworld.in](http://www.afmiworld.in)
- Upon submission, as required, that grievant shall present the case in front of the committee.

### **5 REDRESSAL MECHANISM**

The complaint management mechanism is carried out in three levels in the institution. Received grievances are referred to different levels depends upon the gravity and importance.



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**Level-1:** The GRCAFMI shall review the grievance received and make an assessment of the gravity of the complaint. If the GRCAFMI deems that the grievance could be redressed at the department level, the same shall be forwarded to the respective head of the department to resolve the grievance within 7 working days. The head of the department to which the grievant belongs to shall then submit the report of actions taken at the department level. The actions could be Redressal of the grievance or non Redressal of the grievance. The GRCAFMI shall then declare that grievance has been redressed at the department level by taking the consent of the grievant within a total of 10 working days from the receipt date of the grievance.

**Level-2:** GRCAFMI shall redress the grievance such as if the Grievant is not satisfied by the said Redressal at the department level and the grievance does not fall in the department's scope. Depending on the nature of the grievance the chairman of GRCAFMI shall form the enquiry team within 2 days from the grievance received in to level-2, comprising of the members of GRCAFMI. The enquiry team shall then inquire in to the grievance and submit their findings and recommendations to the chairman within 7 working days from the formation of the enquiry team. The recommendations shall then be put up for discussion and conclusion of the case in the GRCAFMI meeting. The GRCAFMI shall then declare that grievance has been redressed at the committee level by taking the consent of the grievant and upon the approval of the Principal within 15 days from the grievance received in to level-2.

**Level-3:** Principal shall redress the grievance if the grievant is not satisfied by the said Redressal at the committee level.

All the proceeding of the Grievance mechanism will be suitably documented and recorded.