BBDITM

Babu Banarasi Das Institute of Technology and Management

Sector-1, Dr. Akhilesh Das Nagar, Faizabad Road, Lucknow

GRIEVANCE REDRESSAL POLICY

Managed By : Babu Banarasi Das Institute of Technology & Mgmt., Lucknow

Approved By : All India Council for Technical Education, New Delhi

Affiliated To : Dr. A. P. J. Abdul Kalam Technical University, Lucknow

GRIEVANCE REDRESSAL POLICY

(For Students, Faculty and Staff)

Preamble

The Grievance Redressal Committee (GRC) serves as the Institute's formal mechanism for receiving, addressing and resolving complaints from students and employees, including teaching and non-teaching staff.

The Institute aims to provide an easy and readily accessible mechanism for the speedy disposal of grievances in a fair and transparent manner, without fear of retaliation. The mechanism is intended to protect individual rights and strengthen institutional trust while maintaining a harmonious and conducive environment for all stakeholders. The Grievance Redressal Committee includes faculty representation from departments to coordinate and address complaints arising within their respective departments.

Any grievance alleging ragging shall be forwarded to the Anti-Ragging Squad/Proctorial Board Committee, while grievances alleging sexual harassment shall be referred to the Internal Complaint Committee.

Objectives of the Policy

The objectives of the Grievance Redressal Policy are:

1. To provide an accessible mechanism for students, faculty and staff to submit their grievances.
2. To ensure fair, transparent and prompt examination and resolution of grievances.
3. To encourage individuals to report their grievances openly without fear of victimisation or retaliation.
4. To protect the rights and dignity of students and employees.
5. To investigate the root causes of grievances and recommend appropriate corrective actions.
6. To promote mutual respect, professional conduct and harmonious relationships among all stakeholders.
7. To maintain confidentiality throughout the grievance redressal process, wherever required.

Structure of the Grievance Redressal Committee

The Grievance Redressal Committee of BBDITM is organised into two distinct cells:

Student Grievance Redressal Cell

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The Student Grievance Redressal Cell includes student representatives and addresses complaints and concerns raised by the student community.

The Cell examines student grievances and takes appropriate action. The Institute also provides an online complaint and suggestion facility through which students can report academic and non-academic issues.

The Student Grievance Redressal Cell is authorised to investigate matters of harassment.

Faculty/Staff Grievance Redressal Cell

The Faculty/Staff Grievance Redressal Cell comprises faculty and staff members and addresses grievances originating from teaching and non-teaching employees.

The Cell aims to resolve workplace issues promptly and fairly and promotes a harmonious work environment by facilitating constructive Employee–Employee and Employer–Employee relationships.

It also encourages employees to report grievances openly and without fear of victimisation.

Scope and Areas of Grievances

Student Grievances

The Student Grievance Redressal Cell addresses written grievances submitted by students concerning the following areas:

A. Academic Matters

- Issues related to the issuance of duplicate mark sheets.
- Transfer certificates and conduct certificates.
- Other examination-related concerns.

B. Financial Matters

- Disputes involving dues and refunds.
- Charges for services such as library fines and hostel fees.
- Other college payments.

C. Other Matters

- Complaints regarding campus facilities and services.
- Sanitation-related issues.
- Transport facilities.
- Campus safety.

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- Related infrastructure issues.

Faculty/Staff Grievances

The Faculty/Staff Grievance Redressal Cell addresses problems reported by teaching and non-teaching employees.

Its objectives include:

1. Addressing the needs of faculty and staff and resolving grievances reported by them.
2. Upholding the dignity of the Institute by fostering a strife-free workplace.
3. Promoting cordial Employee–Employee and Employer–Employee relationships.
4. Encouraging faculty and staff to report grievances openly and without fear of victimisation.
5. Advising employees to respect one another's rights and dignity and to exercise restraint and patience when conflicts arise.

Procedure for Submission of Grievances

Student Grievance Redressal Mechanism

Students may submit their grievances through any of the following channels:

1. **Online Submission:** Students may submit complaints through the Institute's grievance portal:
   https://bbdnitm.ac.in/grievances/
2. **Complaint Boxes:** Students may drop a grievance form in complaint boxes located at prominent points on the campus.
3. **Written Submission:** Students may submit their grievances in writing to the concerned departmental GRC member.
4. **Email Submission:** Grievances may also be sent through email to the departmental GRC member, the Convenor of the Student Grievance Redressal Cell or the Director.
5. **Personal Approach:** Any person having a genuine grievance may approach the GRC members in person.

Students are advised to submit relevant supporting documents along with their grievances.

The GRC will take up matters that remain unresolved by the respective departments. Financial grievances, such as fee disputes, must be supported by relevant financial documents, including receipts or demand drafts.

The composition and contact details of the Student Grievance Redressal Cell shall be widely published across the campus.

Faculty/Staff Grievance Redressal Mechanism

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Aggrieved faculty and staff members may submit their grievances through the following channels:

1. **Grievance Boxes:** Written grievances may be submitted through grievance boxes located at designated locations in E-Block and M-Block, BBDITM.
2. **Online Submission:** Grievances may be submitted through the Institute's grievance portal: https://bbdnitm.ac.in/grievances/
3. **Written Submission:** Faculty and staff may address a written complaint to the Departmental Coordinator or the Convenor of the Grievance Redressal Cell, BBDITM.
4. **Supporting Documents:** Grievances shall be forwarded along with the necessary supporting documents.

Grievance Redressal Procedure

The Grievance Redressal Committee follows the procedure outlined below for addressing grievances:

1. **Receipt of Grievance:** The Cell receives grievances through written submissions, online complaints and designated grievance boxes.
2. **Registration and Acknowledgement:** Each grievance received from faculty or staff is logged, verified for completeness and acknowledged.
3. **Examination of Grievance:** The Committee examines each complaint to assess its merit and determine the appropriate course of action.
4. **Investigation:** The Committee investigates the reported grievance, gathers relevant facts and examines the root causes.
5. **Resolution and Corrective Action:** The Committee recommends and ensures the implementation of effective remedies or corrective actions proportionate to the seriousness of the grievance.
6. **Monitoring and Follow-up:** The Committee monitors the status and progress of each grievance until its closure.
7. **Reporting:** The Cell prepares periodic reports summarising grievances received, resolved and pending, including cases requiring higher-level direction. Reports on grievance disposition and outstanding cases are furnished to the Chairman of the Committee.
8. **Confidentiality:** Strict confidentiality is maintained throughout the grievance redressal process wherever required.

The Grievance Redressal Cell investigates and ensures that grievances are resolved within the time frame prescribed by the Committee.

Roles and Responsibilities of the Committee

Student Grievance Redressal Cell

The Student Grievance Redressal Cell shall be responsible for:

1. Formulating policies for investigating and reviewing student complaints and grievances.

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2. Investigating the root causes of grievances.
3. Ensuring effective remedies or actions proportionate to the seriousness of each case.
4. Encouraging students to report grievances openly and without fear of victimisation.
5. Advising students to treat one another with respect, decency and tolerance when disagreements arise.

Faculty/Staff Grievance Redressal Cell

The Faculty/Staff Grievance Redressal Cell shall be responsible for:

1. Formulating policies and procedures for receiving, investigating and reviewing grievances of faculty and staff.
2. Investigating the root causes of reported grievances and gathering relevant facts.
3. Recommending and ensuring the implementation of effective remedies or corrective actions proportionate to the gravity of each case.
4. Fostering an environment where faculty and staff can express their concerns freely and frankly without fear of retaliation.
5. Promoting mutual respect and professional conduct among employees and between employees and management.
6. Advising employees to respect one another's rights and dignity and exercise restraint and patience when conflicts arise.

Committee Composition

The Grievance Redressal Committee of BBDITM functions under the chairmanship of the Director of the Institute and has been constituted as per the norms of AICTE and guidelines prescribed by NBA.

The composition of the Committee is as follows:

Ombudsman and Committee Members

S. No.	Name	Designation
1	Ms. Vandana Awasthi	Ombudsman
2	Dr. Anurag Tiwari	Chairman
3	Dr. Supriya Phurailatpam	Convenor
4	Mr. Rafik Ahmad, DSW & Proctor	Member
5	Dr. Abhimanyu Yadav	Member
6	Dr. Sangeeta Mishra	Member
7	Mr. Ravi	Member
8	Mr. Ashish Verma	Member
9	Mr. Fazlur Rahman	Member
10	Mr. Vivek Narain	Member

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11	Mr. Ankit Singh	Member
12	Dr. Pragya Singh (Psychologist-cum-Professional Counsellor)	Member
13	Mr. Tanuj Kumar (Lab Staff)	Member

Student Representatives

S. No.	Name	Programme and Year	Designation
1	Mantasha	B.Tech (CSE), 3rd Year	Member
2	Prateek Rai	B.Tech (CSE), 3rd Year	Member
3	Anushika Chauhan	B.Tech (CSE-AIML), 3rd Year	Member
4	Hasnain Abbas	B.Tech (CSE-AIML), 3rd Year	Member
5	Apoorva Sahu	B.Tech (CSE-DS), 3rd Year	Member
6	Tulika Srivastava	B.Tech (IT), 3rd Year	Member
7	Vartika Singh	B.Tech (ECE), 3rd Year	Member
8	Madhu Priya	B.Tech (ME), 3rd Year	Member

Frequency of Meetings

The Grievance Redressal Committee shall meet **once every semester and as required**, depending on the grievances received and the requirements of the Committee.

The Cell shall also convene regularly to review cases and prepare statistical reports summarising grievances received, resolved and pending.

Confidentiality and Protection Against Victimisation

The Grievance Redressal Committee shall maintain strict confidentiality throughout the grievance redressal process wherever required.

Students, faculty and staff are encouraged to report their grievances openly and without fear of victimisation or retaliation.

The Committee shall examine grievances impartially and work towards protecting individual rights and dignity.

Monitoring and Reporting

The Grievance Redressal Cell shall:

- Review grievances received and their present status.
- Monitor the progress of each grievance until closure.
- Examine pending cases that may require higher-level direction.

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- Prepare statistical reports summarising grievances received, resolved and pending.
- Furnish periodic reports on grievance disposition and outstanding cases to the Chairman of the Committee.

Referral of Specific Grievances

The following arrangements shall be followed for specific categories of grievances:

1. Any grievance alleging ragging shall be forwarded to the Anti-Ragging Squad/Proctorial Board Committee.
2. Any grievance alleging sexual harassment shall be referred to the Internal Complaint Committee.

Policy Implementation

The Grievance Redressal Committee shall undertake the receipt, examination, investigation, monitoring and resolution of grievances raised by students, faculty and staff in accordance with the mechanisms and responsibilities described in this policy.

The Committee shall work towards maintaining a harmonious, fair and transparent institutional environment.

Official Grievance Portal:
https://bbdnitm.ac.in/grievances/

Website Link:
https://bbditm.ac.in/grievances/

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