

2021

POLICY DOCUMENT – 2.0

GRIEVANCE REDRESSAL CELL



MAHARAJA INSTITUTE OF TECHNOLOGY MYSORE

BELAWADI, SRIRANGAPATNA TALUQ, MANDYA DIST – 571 477
WEB SITE: WWW.MITMYSORE.IN



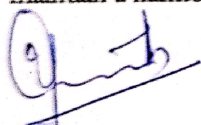
PREFACE

Maharaja Institute of Technology Mysore has been upholding and uplifting the students 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. YASHWANTH M K

Secretary,

Grievance Redressal Cell

Assoc. Prof, Dept of CIV, MIT Mysore



DR. RAVICHANDRA

Chairman,

Grievance Redressal Cell

Head- Dept of ECE, MIT Mysore



DR. B G NARESH KUMAR

Principal,

MIT Mysore

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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 derogatory or abusive words, etc...,
- Any kind of act harming the harmony of the department/section/college.
- Propagating any untoward/misleading information 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 one's 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

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 MITM GRIEVANCE REDRESSEL CELL

As per the guidelines of AICTE, the Grievance Redressal Cell of Maharaja Institute of Technology Mysore (GRC-MITM) has been established to develop a responsible and positive attitude among students and other stakeholders 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 seek a resolution/redressal of their grievance.



The cases will be attended promptly on receipt of written/e-mailed grievances from the students and other stake holders directly. The cell will formally review all cases and will act accordingly. 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. Ravichandra 9480380627	Associate Professor and HOD, ECE	Chairman	hodece@mitmysore.in
2	Dr. Ramakrishnegowda C 9448501565	Professor and HOD, Civil	Member	hodcivil@mitmysore.in
3	Dr. A H Srinivasa, 9620228140	Professor and HOD, Maths	Member	hodmaths@mitmysore.in
4	Dr Shivamurthy R. C., 9620228133	Professor and HOD, CSE	Member	hodcse@mitmysore.in
5	Prof. Chandrashekar M 9590151214	Assistant Professor, CIV	Member	cmahalin@gmail.com
6	Prof. Manjunath B 9620228107	Assistant Professor, MCA	Member	manjunathbmca@mitmysore.in
7	Dr. Thriveni M K 9480839629	Associate Professor, Chemistry	Member	trivenimkche@mitmysore.in
8	Prof. Harish B 9620228032	Associate Professor, ME	Member	Harishb_me@mitmysore.in
9	Prof. Somashekar B M 9742180822	Assistant Professor, ISE	Member Secretary	somashekharbm_ise@mitmysore.in
10	Prof Suma R 9620230719	Assistant Professor, ECE	Member	sumar_ece@mitmysore.in
11	Dr. Yashwanth M K 9916067233	Associate Professor, Civil	Member Secretary	yashwanth_civil@mitmysore.in

3.2 ORGANIZATION STRUCTURE

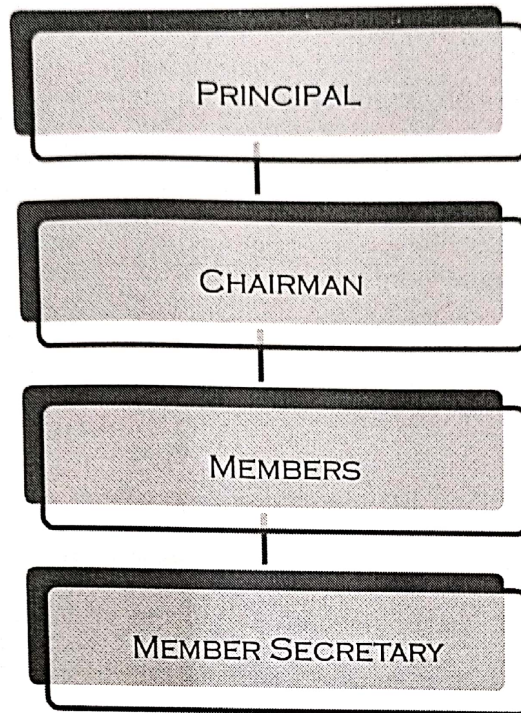


Figure 1: Organization Structure

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 and speedy solution to the stakeholder's grievances with an impartial and fair approach
- To support, those stakeholders who have been deprived of the services for which he/she is entitled.
- Encouraging the stakeholders to express their grievance/problems freely and frankly without any fear of being victimized
- Advising the stakeholders to respect the right of dignity of one another and show restraint and patience whenever any occasion arises.

- Advising the stakeholders to refrain from inciting students against other students or teachers and institute Administration

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 following which the committee member needs to formally register at the earliest it by bringing it to the notice of the Chairman and Member Secretary.
- Alternatively, complaints can be submitted along with the necessary documents to grc@mitmysore.in or in the complaint gateway of the institute's website www.mitmysore.in.
- Upon submission, grievant shall be invited to present the case in front of the sub-committee or committee wherever necessary and the resolution process is initiated.

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.

Level-1: The GRC-MITM shall review the grievance received and make an assessment of the gravity of the complaint. If the GRC-MITM 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 GRC-MITM 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: GRC-MITM 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 GRC-MITM shall form the sub-committee to start an inquiry within 2 days from the grievance received in to level-2, comprising of the members of GRC-MITM. The sub-committee 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 sub-committee. The recommendations shall then be put up for discussion and conclusion of the case in the GRC-MITM meeting. The GRC-MITM 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.

"If they have real grievances redress them, if possible; or acknowledge the justice of them, and your inability to do it at the moment. If they have not, employ the force of government against them at once" – George Washington



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BELOWADI, NAGUVANAHALLI POST, SRIRANGAPATNA TALUK, MANDYA-571 477, KARNATAKA

GRIEVANCE REDRESSAL CELL

MITM/GRC/2021-22/02

Date: 29.10.2021

MINUTES OF MEETING

The outcome of the meeting, which was held at HoD Office, Dept of ECE on 28/10/2021 is as shown below.

1. Chairman welcomed all the members of the committee to the meeting.
2. Chairman briefed about policy document which was framed previously to the members.
3. All the members suggested some inputs need to be incorporated in newly framing policy document.
4. The committee members suggested creating awareness about grievance redressal to the students by addressing them in each class room of respective department.
5. The members also suggested that students should be aware of giving grievance through website.
6. Chairman and members decided to meet every month of last Thursday to discuss the grievances collected.
7. Lastly, member secretary concluded the meeting by thanking all the members present for their valuable suggestions.

Dr. Yashwanth. M.K

Member Secretary

Dr. Ravichandra

Chairman

RCK	YMK	CRG	CM	AHS	SRC	BH	MB	TMK	SBM	SR



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MITM/GRC/2021-22/ 01

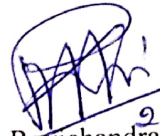
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
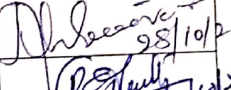
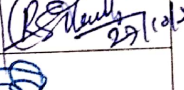
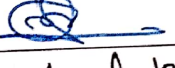
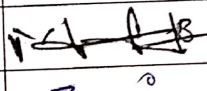
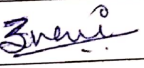
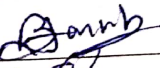
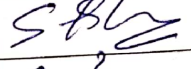
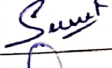
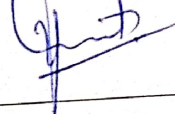
Circular

Dear Members

A meeting of Grievance Redressal Cell is convened at 28/10/2021 at 4 pm in the undersigned chamber. All the committee members are requested to attend the same.

- Agenda:** 1. Refining of Policy Document if any.
2. Nominating Student Members


27/10
Dr. Ravichandra K
Chairman GRC
Associate Professor and Head E&C

Name	Designation	Role	Signature
Dr. Ravichandra K	Associate Professor and Head, Dept. of ECE	Chairman	
Dr. C. Ramakrishnegowda	Professor and Head, Dept. of Civil Engg.	Member	
Dr. A H Srinivasa	Professor and Head, Dept. of Mathematics.	Member	
Dr. Shivamurthy R C	Professor and Head, Dept. of CSE.	Member	
Prof. Chandrashekar. M	Assistant Professor, Dept. of CE.	Member	
Prof. Manjunath B	Assistant Professor and Head, Dept. of MCA.	Member	
Dr. Thriveni. M.K	Assistant Professor, Dept. of Chemistry.	Member	
Prof. B. Harish	Assistant Professor, Dept. of ME.	Member	
Prof. Somashekhar B.M	Assistant Professor, Dept. of ISE.	Member	
Prof. Suma R	Assistant Professor, Dept. of ECE	Member	
Dr. Yashwanth. M.K	Associate Professor, Dept. of CE.	Member Secretary	



MAHARAJA INSTITUTE OF TECHNOLOGY MYSORE

BELAWADI, NAGUVANAHALLI POST, SRIRANGAPATNA TALUK, MANDYA-571477, KARNATAKA

Ref: MITM/Principal/2021/____

Date: 17.09.2021

GRIEVANCE REDRESSAL COMMITTEE MEMORANDUM

In reference to Office Memorandum # MITM/Principal/2021/040 dated 04.08.2021, I am happy to inform all the concerned that the Grievance Redressal Committee of the Institute has been reformulated w.e.f. 26.08.2021.

The composition of the Grievance Redressal Committee is as follows:

Name	Designation	Role
Dr. Ravichandra K	Associate Professor and Head, Dept. of ECE	Chairman
Dr. C. Ramakrishnegowda	Professor and Head, Dept. of Civil Engg.	Member
Dr. A H Srinivasa	Professor and Head, Dept. of Mathematics.	Member
Dr. Shivamurthy R C	Professor and Head, Dept. of CSE.	Member
Prof. Chandrashekar. M	Assistant Professor, Dept. of CE.	Member
Prof. Manjunath B	Assistant Professor and Head, Dept. of MCA.	Member
Dr. Thriveni. M.K	Assistant Professor, Dept. of Chemistry.	Member
Prof. B. Harish	Assistant Professor, Dept. of ME.	Member
Prof. Somashekar	Assistant Professor, Dept. of ISE.	Member
Prof. Suma R	Assistant Professor, Dept. of ECE	Member
Dr. Yashwanth. M.K	Associate Professor, Dept. of CE.	Member Secretary
Nominated Student Members		

The Appointed members are required to submit an Acceptance Letter to the Member Secretary in the format enclosed. The Introductory meeting of the cell is tentatively scheduled on ___/09/2021.


Principal

To: 1. College Council Members (All HoD's) 2. All section heads 3. Committee Members

Dean - Admin	Dean - R&D	CSE	CE	ECE
ISE	ME	MBA	MCA	Chemistry
Physics	Mathematics	Administrative Officer	Humanities	NSS
TAP	Library	PED	Sys Admin	

Enclosure: Acceptance Letter



MAHARAJA INSTITUTE OF TECHNOLOGY MYSORE

BELAWADI, NAGUVANAHALLI POST, SRIRANGAPATNA TALUK, MANDYA-571 477, KARNATAKA

Date: 17.09.2021

ACCEPTANCE LETTER

I,

Dr/Mrs/Mr/Miss Ravichandra

working as Assoc Prof & Head in Dept. of

ECE with a total experience of 12 years

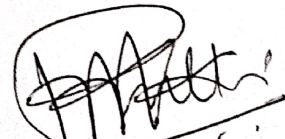
give my consent to be the member for Grievance Redressal Committee.

I am aware of the roles and responsibilities as highlighted in the Grievance Redressal

Committee policy Manual of the Institute, and would intend to contribute to uphold the

objectives of the said cell and in turn the institute.

Date: 17/9/2021


Signature