

GRIEVANCE REDRESSAL POLICY



CMR INSTITUTE OF TECHNOLOGY

(UGC - Autonomous)

Approved by AICTE, Permanently Affiliated to JNTUH, Accredited by NBA and NAAC with A Grade

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GRIEVANCE REDRESSAL POLICY

1. Preamble

AICTE has notified a regulation that a committee for grievance redressal has to be established in all the AICTE approval technical institutions in order to ensure transparency, for imparting technical education, with the objectives of preventing unfair practices and to provide a mechanism to students for redressal of their grievances.

2. Definition

“Grievances or complaint” includes any communication that expresses dissatisfaction, harassment with respect to the conduct or any act of omission or commission or deficiency of service and is of the nature of seeking a remedial action.

The Grievances may broadly include the following complaints of the aggrieved student

- a. Academic
- b. Non-Academic
- c. Grievances related Assessment
- d. Grievances related to Victimization
- e. Grievances related to Attendance
- f. Grievances related to heavy charging of fees
- g. Grievances regarding conduction of examinations
- h. Harassment by students or the teachers etc.
- i. Harassment of women at workplace
- j. Harassment of SC/ST students and faculty

3. Objectives

The purpose of this policy is to set forth the policies and procedures to be followed in receiving handling responding and resolving any grievance against persons/department/institute with respect to the services offered by it. While dealing the complaint, the committee at all levels will observe law of natural justice and hear the complaint of the concerned people.

The students and faculty are the main stakeholders in any academic institution and the institute endeavours to make all the efforts to ensure that transparency is observed in all of the activities at different stages. Taking this spirit in consideration, the institution has decided that to provide a mechanism to students and faculty for redressal of their grievances.

The following are the broad objectives for handling the grievances:

- To provide equal and fair treatment to all stakeholders without any bias at all the times.
- To ensure that all issues raised by stakeholders are dealt with courtesy and resolved in stipulated timeliness.
- To develop an adequate and timely organizational framework to promptly address and resolve stakeholders grievances fairly and equally.
- To provide easy accessibility to the all the stakeholders for an immediate grievance redressal.

4. How to Raise the Grievance

The Stakeholders can raise grievances through the following modes

Through SMS/Call: message/call to contact number specified on institute website to register the compliant

Email: Stakeholders may write compliant by using email specified on institute website to register the compliant.

Letter: The Stakeholders can write a letter to the authorities

Website: The stakeholders may also raise the grievance by downloading the grievance redressal form from the institute portal (<https://cmrithyderabad.edu.in//download> and forms)

5. Maintenance of Records of Grievance and Reporting

The Chairman of grievance committee preserves all records pertaining to grievance/compliant received resolution and closer of the grievance. The compliant shall be transferred to the concerned intermediary within three working days, provided however that resolution time shall not exceed 20 day from the date of the receipt of the compliant from the compliant.

6. Closer of Grievance

Every grievance shall be disposed-off within a period of 20 days of its receipt and a final statement shall be sent to the complainant, containing details of resolution or rejection of the compliant, with reasons there of recoded in writing.

7. Escalation of Grievance

The stakeholders whose grievance has not been resolved by the committee within 20 days from the date of submission of the grievance and those who are not satisfied with the resolution by the respective committee shall prefer an appeal to the Head of the institution against the concerned committee or entity.

8. Policy to Handle Major Grievances

- Major grievances such as problem involving legal matters are referred to the management of the institute. Appropriate action is carried out as per guidance provided by management.
 - In case grievance involves external agencies, matter is referred to appropriate authorities for future action.
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