

**CHRISTIAN COLLEGE OF ENGINEERING & TECHNOLOGY,
Kailash Nagar, Bhilai**

GRIEVANCE REDRESSAL POLICY

Policy Statement

Grievance Redressal policy has been formed in order to quicken the redressed of grievances. The policy aims to resolve the grievances of the students and staff within the framework of the college guidelines, so as to ensure the highest standards of integrity and transparency among the staffs and students and a proactive work culture.

Objectives

- To develop a protocol to resolve grievances of students and staff
- To provide the Students and staff access to immediate way out to have their Grievances redressed
- To make the Students and staff aware of their duties and responsibilities
- To constitute a Grievance Redressal cell to oversee the execution of the Grievance Redressal Policy

Roles and Responsibility

Grievances would only mean a grievance relating to any staff member or student arising out of the implementation of policies/ rules or decisions of the Organization. It includes matters relating to leave, examinations, internal assessments, increment, work-arrangements, non-extension of benefits under rules, interpretation of Service Rules, etc. of an individual nature.

- **Staff Grievance Redressal Cell** : This cell constituted with three senior professors selected in rotation basis. Committee will be appointed by the Principal with concurrence from the Management.
- **Students Grievance Redressal Cell (SGRC)** addresses the grievances of the students which include leave, examinations, internal assessment and so on.
The Executive Vice Chairman is the Chairman, other members nominated in rotation basis. Committee appointed by the Principal with concurrence from the Management.
- **Women's Grievance Redressal Cell (WGRC)** address grievance regarding Sexual Harassment contemplated under Sexual Harassment of Women at workplaces (prevention, provision and Redressal Act, 2013).

Committee is constituted as per the directions of the govt. The term of office of the committee is 2 years on rotation basis. Committee appointed by the Principal with concurrence from the Management.

Handling of Grievances

Subject to the above provisions, individual grievance of Staff Members and Students is processed and dealt with in the following manner:

- An aggrieved Staff Member or student shall take up his grievance(s) orally with his

immediate superior who will give a personal hearing and try to resolve the grievance(s) at his/her level within a week. The superior officer for this purpose is:

- Head of the Department - in case of staff members
 - Class Teacher/ Teacher Guardian - in case of student
 - Principal - in case of HODs / Administrative Staff
 - Executive Vice Chairman / Bursar - in case of Principal / support staff
- If the grievance is not satisfactorily redressed, the aggrieved staff member/student may submit his grievance in writing to Superior Officer or a nominated officer for this purpose by the College. The superior Officer or such nominated person will record his/her comments on the representation within seven days, and will be referred to the Grievance Redressal Committee, in case the grievance is not resolved or settled amicably. The GRC make a thorough analysis of the case and makes a decision. The recommendation of the Grievance Redressal Committee and the decision will be conveyed within ten days to the aggrieved staff member / student.
 - In exceptional case, with the concurrence of the Grievance Redressal Committee, the aggrieved staff member or student whose grievance has been considered and is not satisfied with the decision of the Deciding Authority, will have an option to appeal to the Executive Vice Chairman / Bursar. A decision on such appeals will be taken within one month of the receipt of the appeal. The decision of the Executive Vice Chairman / Bursar will be final and binding on the aggrieved staff member or student and the management. All grievances referred to the Grievance Redressal Committee shall be properly documented. Grievance Redressal Record should be kept (e.g. Minutes, copies of complaints etc).

Action Plan

- The Staff Member or the student shall bring up his grievance immediately and in any case within a period of three days of its occurrence.
- Grievance pertaining to or arising out of the following shall not come under the purview of the grievance procedure.
 - a. Annual performance appraisals/confidential reports;
 - b. Promotions including Governing body minutes and decisions;
 - c. Where the grievance does not relate to an individual employee or student;
 - d. In case of any grievance arising out of discharge or dismissal of a staff member or student.
- Grievance pertaining to or arising out of disciplinary action or appeal against such action shall be channeled to the competent authority as laid down under the Service Rules of the organization and in such cases the grievance redressal procedure will not apply.



Dr. Mrs. Dipali Soren
Principal



Fr. Dr P S Varghese
Executive Vice Chairman