

Gitarattan International Business School

Policy No: GIBS/ACD.POL./22-23/017

Date: 08.05.2023

POLICY DOCUMENT ON GRIEVANCE REDRESSAL MECHANISM

PREAMBLE

Gitarattan International Business School, GIBS is committed to provide a safe, trustworthy and harmonious work place to all its stakeholders. The College has an effective mechanism in place to deal with day to day grievances related to students, faculty and staff members. The University Grants Commission (UGC) has introduced the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 via notification on 11th April 2023 (F.1-13/2022 (CPP)) to simplify and improve the mechanism for handling student grievances. These regulations have been revised in line with the National Education Policy (NEP) 2020. The Grievance Redressal Committee for students has been reconstituted in the College based on the University Grants Commission (Grievance Redressal) Regulations, 2023 & GGSIPU norms.

OBJECTIVE

- To provide opportunities for Redressal of grievances of students and staff in college, and a mechanism thereto.
- To uphold the dignity of the college by promoting the cordial relationship between student-student, teacher-student and teacher-teacher.
- To ensure that grievances are resolved promptly, quantitatively and in complete confidentiality.
- To ensure the respectful and indiscriminate conduct towards both the respondent and the grievant.

DEFINITIONS

Grievance: A grievance may be any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with College that a student or staff thinks, or even feels, is unfair, unjust or inequitable.

Grievant: Student, Group of Students, Faculty or staff members submitting the grievance.



FACULTY/STAFF GRIEVANCE REDRESSAL COMMITTEE (FGRC)

The Vice Chairman of the College shall constitute a Faculty/Staff Grievance Redressal Committees (FGRC), to consider grievances of faculty and staff members of the College, with the following constitution;

- Director (to be nominated by the Vice Chairman) - Chairperson;
- Two Professors of the College to be nominated by the Vice Chairman - Members;
- Two student nominee to be nominated by the Vice Chairman - Members;

The Student Grievance Redressal Committee has to be formed with above composition for the period of 2 years

- (i) In considering the grievances before it, the FGRC shall follow principles of natural justice.
- (ii) The FGRC shall send its report and recommendations, if any, to the Vice Chairman of the College with a copy thereof to the aggrieved faculty/staff member, within 15 working days of the receipt of the grievance.
- (iii) Any faculty/staff member aggrieved by the decision of the Faculty/Staff Grievance Redressal Committee may appeal to the Ombudsperson, within in a period of fifteen days from the date of receipt of such decision.

PROCESS

- a. The teachers and authorities of the Institution should maintain cordial, warm and confidence building relationship with the students in terms of Ordinance No. 32 of the Guru Gobind Singh Indraprastha University Act No. 09 of 1988. The Institution may also keep watch on such teachers and members of administration who are unable to build up such cordial and respectful relationship with students and appropriate remedial measures in the nature of counseling and short term training may be advised.
- b. Every letter / representation/e-mail in the nature of appeal by students should be attended with reformative approach and sympathetic consideration. The Institute should inform the parents of the students by writing the letter intimating the shortage of attendance, which should be sent by speed post / registered post. The parents may also be informed by e-mail or telephonically about such cases.

c. Institutions should be absolutely transparent in taking the decision on detention of



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students so as to avoid any suspicion of whimsical or selective action. The detention list should be displayed at least 10 working days before the commencement of the examination.

- d. Any issue relating to arbitrary action, personal vendetta or personal grudges against students by any teacher / authority of the Institute should be earnestly looked into by 'Students' Grievance Redressal and Welfare Office' and it should be brought to the notice of Director of the Institute. If the issues are not resolved at the level of concerned college, the student should be advised to approach the Grievance Redressal Mechanism at the level of the University which shall act as the appellate mechanism.

PROCESS on ERP

1. Student will select the category and get the column to write the grievance.
2. There is an option to attach any kind of document to the grievance. (word/ picture/ excel/pdf)
3. After saving of grievance by the student, a ticket with unique ID should be raised and shared simultaneously to the student (Mail & SMS) and updated on the ERP portals of VCM , Director, Dr. Vinay, respective supervisor and on a default mail attached with the grievance module – grievance@gitarattan.edu.in
4. The supervisor will get two options –
 1. Interaction meeting
 2. Remarks
5. For the first option, he will select the date and time in given calendar and a Mail & SMS should reach to the student mentioning about the date & time for the interaction meeting scheduled for the corresponding ticket.
6. After the interaction meeting the supervisor will put his/her remarks as a solution on ERP.
7. Supervisor's remark will go to Dr. Vinay and he will put his remarks and give closure to the grievance.
8. The closure remark will be updated on the ERP portal of student, VCM, director, Dr. Vinay & supervisor.



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9. The closure remark on student ERP will be updated with two options –
 1. Satisfied with solution
 2. Appeal to Management.
10. If student chooses the first option, a Mail and SMS of resolving ticket should be sent to him & closure of ticket.
11. If student chooses 2nd option, grievance should be redirected to VCM with closure remarks of previous circle.
12. VCM will put his remarks, and that will be the final closure to it.
13. This closure will be final and updated on the ERP portal of vice chairman sir, director, supervisor, Dr. Vinay and student.
14. Final Mail and SMS of closing ticket should also be sent to student

PROCESS on Website of College

Online Form on the website is given on Grievance Redressal Committee - giBS
(gitarattan.edu.in)

COMMUNICATION THRU MAIL

The students can write their grievance to grievance@gitarattan.edu.in

Off Line Mode

Grievance Redressal form is available at Admin Section (First floor), student can take form or write an application and submit or drop in Suggestion Box available near Admin Section (First floor)


Prof. (Dr.) Vikas Nath
Director

8/5/23

