



Grievance Redressal Committee

Preamble:

Grievance Redressal Committee at BLDEA CET has been constituted as per the AICTE notification F. No. AICTE/PG/2012/20/SRO/06/1143, dated 25-07-2012, with the objective of resolving the grievances of students, parents and others. Grievances Redressal Committee is formed in order to keep the healthy working atmosphere and to uphold the dignity of the institute by ensuring strife free atmosphere in the institute to promote cordial student to student relationship, student to teacher relationship relations etc.

Suggestion / complaint Boxes have been installed at different places in the campus, in which the students who want to remain anonymous, can put in writing their grievances and their suggestions for improving the academic/administration in the institute. Also the grievances can be mailed to

Objectives:

The objectives of the Grievance Redressal committee are to develop a responsive and accountable attitude among all the stake holders to maintain a harmonious educational atmosphere in the college/college with the following objectives:

1. Encourage students to express their grievances/problems freely and frankly without any fear of being victimized.
2. To respect the right and dignity of all persons and show utmost restraint and patience whenever any occasion of rift arises.
3. To advise all persons to refrain from inciting students against other students, teachers and college administration.
4. To ensure all staff are affectionate to the students and maintain healthy academic environment,
5. To create a comfortable & safe environment in the college premises and outside.

Scope:

The Committee deals with the grievances received in writing from the students about any of the following matters:

1. **Academic Matters:** Matters relating to academic misconduct of staff, academic problems related to handling of classes and laboratories etc.
2. **Financial Matters:** Issues related to Fees, dues, scholarships and payments for various items pertaining to library, hostel laboratory etc.
3. **Administrative matters:** Matters related to admissions, documents, TC's etc



4. **VTU Examination Matters:** Matters related to VTU Exam such as USN problems, Examination Results, Marks Cards, delay in conduct of examinations. Also matters related to CIE such as, scheduling of CIE, portion coverage for CIE, etc
5. Non Payment or delayed in payment of scholarships that the college is committed under the conditions imposed by AICTE or any other authority.
6. **Complaints of** alleged discrimination by student/person from SC, ST, OBC, Women, minority and disabled categories.
7. **Other matters** related to conditions of sanitation, preparation and quality of food in canteen/Hostel, Transport etc.

Standard Operating Procedure:

1. The college has constituted a committee consisting of representatives from all departments.
2. Any student or person may make an application on the grievance and hand it over to the coordinator of the committee or may endorse in the register provided with the coordinator or put the **complaint in the box** or email to convener.grc@bldeacet.ac.in
3. On receipt of the grievance application the coordinator in consultation with other members shall fix a date for hearing the complaint from the aggrieved person, and communicate the date of hearing to aggrieved candidate either in person may appear before the committee either in person or represented by such person as may be authorized to present his case
4. The committee shall ensure disposal of every application within one month of receipt for the speedy redressal of the grievance.
5. On the conclusion of the proceedings the coordinator of the grievance committee shall formulate the minutes of the proceedings and recommend the steps necessary to address the grievance.
6. The minutes and the recommendations are forwarded to the Head of the college for further action.
7. Meetings are conducted immediately as and when a complaint is received or otherwise once in a semester

Outcome:

- The students get benefitted as the committee enables the students to express their feelings by initiating and pursuing the grievance procedure.
- It involves a process of investigation in which “Grievance Redressal Committee” enquires and analyses the nature and pattern of the grievances in a strictly confidential manner and provides solution to the student’s Grievance, directly or indirectly by means of other committees



Following are the members of the Committee

Sl. No	Name	Position in the Committee	Mobile No & Email-ID
1.	Dr. V.G.Sangam Principal BLDEACET, Vijayapur	Chairman	8277368634 principal@bldeacet.ac.in
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