

GURU NANAK INSTITUTE OF TECHNOLOGY

GRIEVANCE REDRESSAL POLICY

1. Preamble

As per the provision of AICTE (regulation for establishment of mechanism for grievance redressal committee for all the AICTE approved technical institutions) vide No. 37-3/Legal/2012 dated 25/05/2012, to ensure transparency in providing fair, impartial and consistent mechanism for redressal of varied issues faced by the students, faculties and nonteaching staff members. The grievance redressal policy shall be in consonance with the AICTE regulations 2012, the provisions of which shall have an overriding effect in case of any ambiguity or conflict, at any point of time.

2. Definition

“Grievances or complaint” includes any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service and in the nature of seeking a remedial action. The grievances may broadly consist of the following complaints of the students, faculties and non-teaching staff.

1. Academic.
2. Non Academic.
3. Grievances related to assessment.
4. Grievance related to victimization.
5. Grievance related to charging of fees.
6. Grievances regarding conduct of examination.
7. Harassment by colleague, students or the teachers etc.
8. Harassment of women at workplace.
9. Harassment of SC/ST students, faculty or non-teaching staff.
10. Grievance regarding resources required.
11. Grievances regarding establishment section, library and other sections of institute.

3. Objectives

The purpose of this policy is to set forth the procedures to be followed in receiving, handling and responding to any grievance against individual/department/institute in respect of the services offered by it. To address the complaint/grievance the committee shall inculcate the law of natural justice at all levels and hear the complaint and concerned the person as well. The students and staff (Teaching/Non-Teaching) are the main stakeholders in any situation imparting education thus it's our best endeavour to make all efforts to ensure transparency in all the activities at different stages. Considering this motivation, the institute has decided to provide mechanism for redressal of grievances.

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The following are broad objectives for handling the grievances:

1. To provide fair and equal treatment to all grievances without bias at all times.
2. To ensure that all issues raised by any stake holder are dealt with courtesy and resolved in stipulated timelines.
3. To develop an adequate and timely organizational framework, to promptly address and resolve grievances fairly and equitably.
4. To provide enhanced level of stake holder's satisfaction.
5. To provide easy accessibility to all the grievances for an immediate grievance redressal.
6. To put in place a monitoring mechanism to oversee the functioning of the grievance handling policy.
7. To be compliant to the provisions of the AICTE grievance regulations 2012, and any guidelines or notification issued by the statutory authority relating to grievances.

4. How to raise the grievance

The complainant can raise grievances through the following modes:

Phone Call: Message/Call to contact number specified on institute website to register the complaint.

Email: The complainant may raise the grievance on email id specified on institute website to register the complaint. (Principal Mail id: principal.gnit@gniindia.org).

Letter: The stake holder can write a letter to the authorities or submit grievance in prescribed format available on institute website under grievance redressal portal to the coordinator of grievance committee given as below in person.

CampX: Stake holder may also raise the grievance from CampX app portal.

JNTUH: Complainant may also register the grievance to JNTUH centralized support system

Name: Dr. R. Sayanna

Designation : Former Vice-Chancellor Kakatiya University, Warangal, Telangana State & Former Professor & Head, Department of Physics, Osmania University, Hyderabad

E mail: ombudsperson@jntuh.ac.in

Website: <http://jntuhaac.in/FacultyComplaints/StudentComplaintScreen?Length=17>

AICTE: Complainant may also register the grievance to AICTE centralized support system portal (<https://css.aicte-india.org/login>).

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5. Maintenance of records of grievance and reporting

Coordinators of concern grievance committee preserve all records pertaining to grievance/complaint received and closure of the grievance. The complaint shall be transferred to the concerned intermediary within three working days; however resolution time shall not exceed 90 days from the date of the receipt of the complaint from the complainant.

6. Closure of grievance

Every grievance shall be disposed of within a period of 90 days of its receipt and a final reply shall be informed to the complainant, containing details of resolution or rejection of the complaint, with reasons thereof recorded in writing.

7. Escalation of grievances

The stake holders whose grievance has not been resolved by the intermediary within ninety days from the date of receipt or who is not satisfied with the resolution provided by the respective committee shall prefer an appeal to the head of the institution against the concerned intermediary or any other officials.

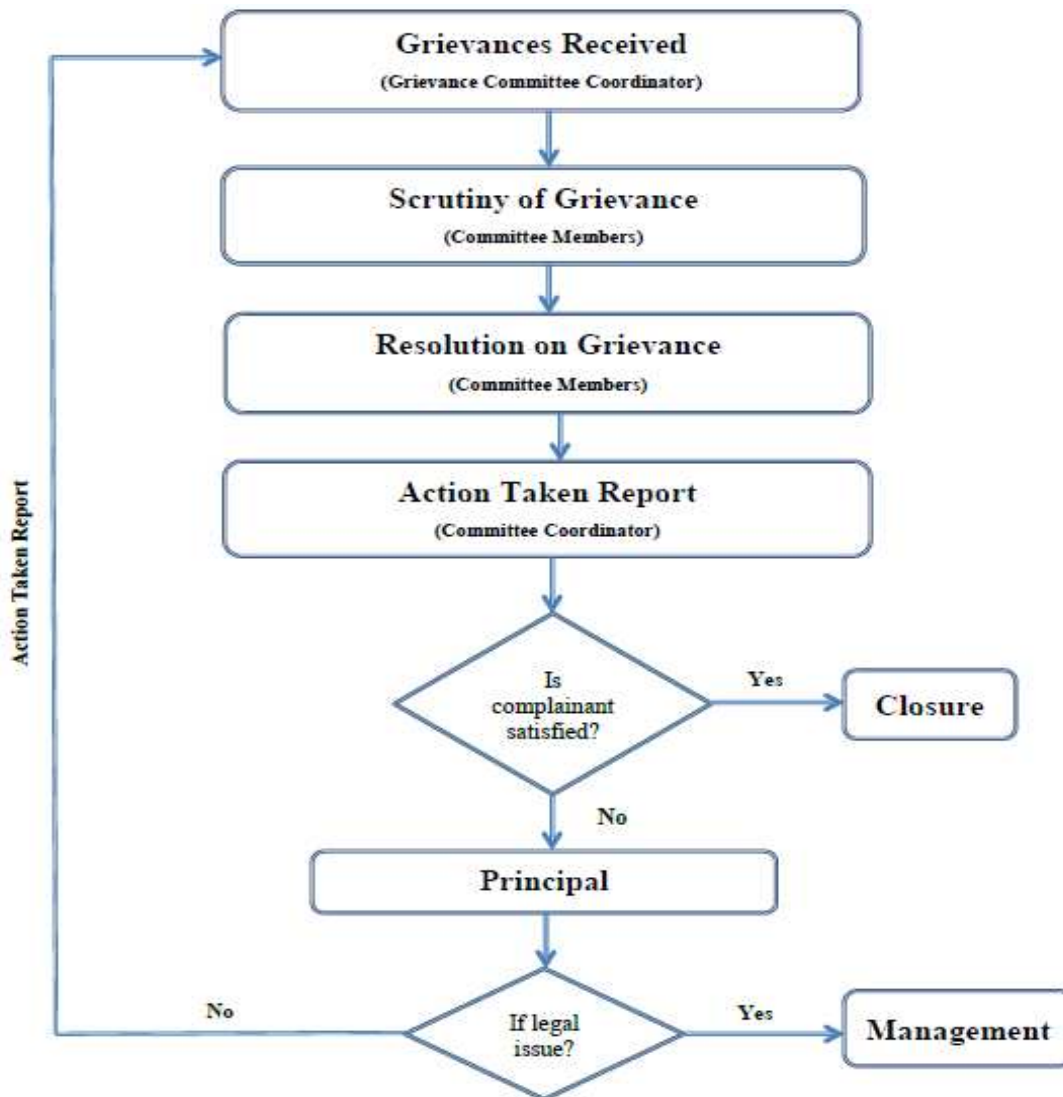
8. Policy to handle major grievances

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

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9. Process for Grievance Redressal

The process to resolve the complaints is shown below:




PRINCIPAL
 Guru Nanak Institute of Technology
 Khanapur, Ibrahimpatnam,
 R.R. Dist-501 506.

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Grievance Redressal Mechanism

Grievance Redress Mechanism is part and parcel of the machinery of any administration. No administration can claim to be accountable, responsive and user-friendly unless it has established an efficient and effective grievance redress mechanism. In fact, the grievance redress mechanism of an organization is the gauge to measure its efficiency and effectiveness as it provides important feedback on the working of the administration.

GNIT is committed to providing a harmonious, fair and just learning environment by ensuring that students and staff have access to processes that allow for appeals, complaints and grievances to be resolved. Student and staff grievance resolution processes seek to facilitate the informal resolution of grievances as close as possible to the source of student dissatisfaction, though there will be instances when either students may choose to lodge a formal appeal or a grievance needs go to a higher authority for resolution. The Grievance Redressal Cell attempts to address genuine problems and complaints of GNIT staffs/students whatever be the nature of the problem. As part of our constant endeavour to ensure transparency in all the activities at different stages, college provides proper mechanism to staffs/students for redressal of their grievances. This committee will deal with all the grievances directly which is related to the common problems at Institute level both academic and administrative. The cell redresses the grievances at individual and class level and grievances of common interest. Students and GNIT staff are encouraged to use the suggestion box placed on the campus to express constructive suggestions and grievances. Principal constitutes separate committees based on the requirements. Based on the recommendations of the individual committees, Principal takes action.

Administrators / Decision makers:

- Head of the Institution: Principal
- Heads of Academic sections: Heads of the Departments

As per the AICTE Notification No: PG/07/ (OLI/2012, following grievance Redressal Committee are constituted in the college to address the grievance of Staff, student's Parents. The Parents and students can address their grievance to the respective HODs. The HODs refer it to the Committee which hears and gives their recommendations.

Objective:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. A Grievance Cell should be constituted for the redressal of the problems reported by the students/staffs of the college with the following objectives:

- Encouraging the Students/Staffs to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in front of the Administrative Block in which the Students/Staffs, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.

GURU NANAK INSTITUTE OF TECHNOLOGY

Grievance Redressal Committee:

S.No.	Name of the Committee Member	Designation	Status
1	Dr. S. Sreenatha Reddy	Principal –GNIT	Chairman
2	Dr. M. Sreenivs Rao	Professor of Mechanical Engineering, JNTUH College of Engineering - Hyderabad	JNTUH- Nominee – Member
3	Sri. G. Giri Babu	Deputy Director (Tech-I), O/o CTE, Hyderabad. T.S.	DTE T.S. Nominee - Member
4	Dr. Sanjeev Shrivastava	Dean Academics and R&D – GNIT	Member
5	Dr. B. Vijay Kumar	HOD – Mechanical Dept- GNIT	Member
6	Dr. Jayanthi subramaniam	HOD – IT Dept. - GNIT	Member
7	Prof. Vijayalakshmi	HOD – H&S Dept. - GNIT	Member
8	Dr. S.P. Yadav	HOD – ECE Dept- GNIT	Member
9	Dr. Madhu sudhan Reddy	HOD – MBA Dept- GNIT	Member
10.	Mr. G. Kashipathi	Office Supdt.-GNIT	Member

Functions:

- The cases will be attended promptly on receipt of written grievances from the students/staff.
- The cell formally will review all cases and will act accordingly as per the Management policy.
- 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.



PRINCIPAL

PrincipalGuru Nanak Institute of Technology
Khanapur, Ibrahimpatnam,
R.R. Dist-501 506.

Web : www.jntuh.ac.in
E Mail : pa2registrar@jntuh.ac.in
Phone : Off: +91-40-32422256
Fax : +91-40-23158665



JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD
(Established by Govt. Act No. 30 of 2008)
Kukatpally, Hyderabad – 500 085, Telangana, India

Cir.No. DAFA/SGRC/ Ombudsperson/2023

Date: 19-12-2023

CIRCULAR

The Managements / Principals of all Constituent & Affiliated Colleges are hereby informed to display the details of the OMBUDSPERSON nominated by the University (along with photograph) in the respective College websites and the student notice boards. Please note that it is mandatory as per the directions of AICTE / UGC.

The details of the OMBUDSPERSON nominated by the University

1. Name : **Dr. R. Sayanna**
2. Designation : **Former Vice-Chancellor Kakatiya University, Warangal & Former Professor & Head, Department of Physics, Osmania University, Hyderabad**
3. E mail : **ombudsperson@jntuh.ac.in**
4. Photograph :



This is for your information and immediate action.


19/12/23
REGISTRAR

To
The Managements / Principals of all Affiliated colleges of JNTUH.
Copy to: PA to Vice-Chancellor / Rector / Registrar, JNTUH for information.

GURU NANAK INSTITUTE OF TECHNOLOGY

GNIT / Students/ Grievances Redressal Committee

Student Grievance Redressal Committee

Dear Students,

Greetings!!! The Grievance Redressal Cell attempts to address genuine problems and complaints of students whatever be the nature of the problem. As part of our constant endeavor to ensure transparency in all the activities at different stages, college provides proper mechanism to students for redressal of their grievances. This committee will deal with all the grievances directly which is related to the common problems at Institute level both academic and administrative. The cell redresses the grievances at individual and class level and grievances of common interest. Students are encouraged to use the suggestion box placed on the campus to express constructive suggestions and grievances.

We value your feedback and we are highly committed to satisfy your needs.

Functional Committee

1. Dr. B. Vijaya Kumar, Head - Department of Mechanical Engineering-GNIT
2. Prof. Vijayalakshmi Professor & Head, H&S – GNIT
3. Dr. Jayanthi Subramanian, Professor & Head, IT – GNIT

For further queries/feedback you may kindly contact: grievancecell.gnit@gniindia.org
(mail to:grievancecell.gnit@gniindia.org/studentsgrc.gnit@gmail.com)


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GURU NANAK INSTITUTE OF TECHNOLOGY

GNIT / Staff members/ Grievances Redressal Committee

Staff Members' Grievances Redressal Committee

Sub: Constitution of Committee for Grievance Redressal Committee (GRC) - Reg

The Committee for Grievance(s) Redressal of Faculty/ Staff members working with Guru Nanak Institute of Technology (GNIT) has been constituted in compliance with the AICTE Regulations, 2021 and the guidelines issued by our Affiliating University, JNTUH, with the following members.

Faculty/ Staff Members' Grievance Committee Members' list

S.No.	Name of the Faculty	Designation in GRC	Contact No.
1	Dr. S. Sreenatha Reddy, Principal, GNIT	Chairperson	8096609821
2	Sri G. Giribabu, Deputy Director (Tech) O/o Commissioner of Technical Education, Hyderabad	Member (CTE's Nominee)	040-24615669
3	Dr. M. Sreenivs Rao Professor of Mechanical Engineering, JNTUH College of Engineering - Hyderabad	Member (JNTUH's Nominee)	040 2315 8661
4	Dr. Sanjeev Shrivastava, -Dean (Academics and R&D), -GNIT	Member	80966 36000

The Committee shall be responsible to address faculty/ staff members' grievances if any, and to take necessary Redressal measures accordingly.

For further queries/feedback you may kindly contact: grievancecell.gnit@gniindia.org

mail to: fsgrievance.gnit@gniindia.org


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