

Grievance Redressal Mechanism

Bharath Institute of Higher Education & Research is guided by the principles of equal opportunities for all, respect for diversities and sensitivity to marginalities of varying nature. Our Handbook clarifies these values and standards we hold as a community and that we expect our different stakeholders to join our hands in this journey of success.

It is always better to share a hardship rather than to keep it within ourselves. Safeguarding human rights is essential for the shaping of individual's personality. For realizing the primary needs or problems of different stakeholders and to secure civil liberties for everybody, the function of the cell is to look into the complaints lodged by students/faculties/non-teaching staff and judge its merit. Anyone with a genuine grievance may approach the Department Head, or consult with the officer in-charge of Students' Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box. The Grievance Cell is empowered to find solutions for problems like Academic complaints regarding class room teaching, class room management, completion of syllabus, teaching methods (if and when they arise), Matters of harassment – any kind of physical or mental harassment, Health services, Library services etc.

Objective of the GRC - BIHER:

The purpose of our Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. Our Grievance Cell is constituted with the following objectives:

- To develop an organizational framework to resolve grievances of students, faculties, non—teaching staffs and other stakeholders.
- To uphold the dignity of the Institution by ensuring strife free atmosphere in the Institution through promoting cordial student-student relationship and student-teacher relationship.
- To enlighten the students on their duties and responsibilities to access benefits due under the institutional policies.
- To encourage students in expressing their grievances / problems freely and frankly, without any fear of being victimized.
- To advise students of the Institution to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.

- To advise all the Students to refrain from inciting Students against other Students, teachers and Institute administration.
- To advise all the faculties to be affectionate towards students and not behave in a vindictive manner towards them for any reason.
- To welcome anonymous suggestions or complaints by instilling Suggestion Box in different areas.
- To establish structured interactions with students to elicit information on their expectations.
- To identify systemic flaws in the design and working of the Institution and to seek solutions thereon.
- To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.
- To provide the students access to immediate, hassle free recourse to have their Grievances redressed.

Scope of the GRC:

The cell will deal with Grievances received in writing from different stakeholders about anything that concerns them. The grievances may comprise of academic matters, financial matters, library issues, accommodation problems or other difficulties like certain misgivings about conditions of sanitation, preparation of food, availability of transport & playgrounds etc.

Also, “Grievances” include the following complaints of *the aggrieved students*, namely –

- i) Making admission contrary to merit determined in accordance with the declared admission policy of the institute
- ii) Irregularity in the admission process adopted by the institute.
- iii) Refusing admission in accordance with the declared admission policy of the institute.
- iv) Non-publication of prospectus, as specified.
- v) Publishing any information in the prospectus which is false or misleading and not based on facts.
- vi) Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution. With a view to induce or compel such person to pay any fee or fees in respect of any course or program of study which such person does not intend to pursue.

- vii) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution.
- viii) Breach of the policy for reservation in admission as may be applicable.
- ix) Complaints, of alleged discrimination of students, from the scheduled castes, the scheduled tribes, other backward classes, women, minority or Disabled categories.
- x) Non-payment of delay in payment of scholarships to any student that such institution to any students that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority.
- xi) Delay in conduct of examination or declaration of results beyond that specified in the academic calendar.
- xii) On provision of student amenities as may have been promised or required to be provided by the institution.
- xiii) Denial of quality education to be provided as promised at the time of admission or required to be provided.
- xiv) Non-transparent or unfair evaluation practices.
- xv) Harassment and victimization of students, including sexual harassment.
- xvi) Any issues relating to use of prohibited substances – As per the regulations of the Government of India (GoI), the Honourable Supreme Court of India and the University Grants Commission (UGC) as well as our BIHER regulations in this regard, possession and consumption of alcoholic drinks, narcotics and other intoxicating substances are strictly prohibited within the campus. Additionally, all the buildings, offices, hostels, dining halls, canteen, class rooms and all public places are designated as Non-Smoking Areas.

Functions of the GRC:

- The cases will be attended promptly on receipt of written grievances from the students.
- 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.

Procedure for lodging grievances:

- The aggrieved member shall submit his/her petition to the GRC in a sealed envelope marked 'confidential'.

- On receipt of a petition the GRC will verify the genuineness along with the necessary supporting documents and send its recommendation to the Disciplinary Authority for further action.
- In case of false and frivolous complaint (if proved), the GRC will recommend Disciplinary Authority to take appropriate action against the complainant.
- Complaints can also be dropped in the 'Suggestion Box' by students/parents and oral complaints can also be redressed. All complaints are scrutinized by the Management and the GRC.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided to the redresser.

Composition of the GRC:

Staff welfare scheme and staff grievance cell is available at institute for the benefit of faculty and supporting staff which resulted into sense of ownership and their retention. Our Grievance Redressal Cell comprises of the following members:

S.No	Name of the Faculty	Designation
1	Dr. GokulChander	Head (Training & Placements)
2	Mr. J. Rajasekar	Administrator
3	Mr. Shivakumar	Director, Physical Education
4	Mr. Suresh	Hostel Warden (Male)