

Grievance Redressal Policy

Misunderstandings and difficulties sometimes occur in a work setting. While most of these situations can be handled in the department or unit, a few require special attention.

Feedback and grievance are like two faces of the same coin. A grievance is a formal statement of complaint, generally against an authority figure. It is resentment strong enough to justify retaliation, "holding a grudge", or "settling a score".

It is imperative that in an institute like MIT Academy of Engineering or for that matter any other, grievances will be there. All students and employees are free to raise their grievance without fear of reprimand as we strongly believe such expressions gives us an opportunity to better our processes and make it more strong student centered and staff friendly. The various committees formed within the institute are Internal Complaint Committee, Caste Grievance Committee, Grievance Redressal committee, Anti ragging and Disciplinary committee. At MIT Academy of Engineering, we follow a documented procedure for grievance redressal. The head of the institute and the head of the departments are all easily accessible at office hours and otherwise to ensure speedy redressal of grievance. The grievant has the right to go to the next individual in hierarchy in case the solution offered is not satisfying. We call this our 4 steps grievance redressal mechanism.

A proper hearing and enquiry without any pre-disposed bias and favor is assured to all complainants. The grievance can be raised in writing / online through website / mail.

GRIEVANCE DEFINITION

Any complaint by an employee / student concerning any aspect of the faculty / services / employment unless such expectations include an allegation of prohibited discrimination or other illegality is a grievance. Any grievance of general applicability or of collective nature or raised collectively by more than one employee shall not be considered. Only individual grievances of specific nature of employee raised individually by the concerned aggrieved employee of the institute shall be considered.

APPEAL PROCEDURE

The employee attempts to remedy the problem through consultation with his / her immediate supervisor. If however the problem pertains to that with the immediate supervisor then in such cases one may proceed directly to the respective the Dean /Dean of school / section head.

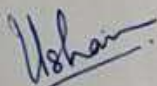
If however the problem pertains to the Dean/ Head, then in such cases one may proceed directly to Director / Chairperson of the Grievance Redressal Committee. The aggrieved member shall submit his/her petition to the Director / Chairperson in a sealed envelope marked "confidential" or through online grievance portal. On receipt of a petition, Director shall forward it to the Committee, if it is genuine. In case it is received by Chairperson, it shall be discussed with Director and on his instructions further process shall be started.

After receiving grievance from Director, Committee shall have powers to:

- Decide on the merit of case regarding scope of further discussion.
- Study the petition/ application and after looking into the relevant documents discuss with those concerned and submit its recommendations and report to the Director as expeditiously as possible and further to the Governing body.
- Committee may mediate between the complainant and defendant against whom the complaint has been made, if required.

The Director, as far as possible, shall be guided by the advice of the Grievance Redressal Committee unless the recommendations of Committee violate basic rules and norms of the Centre.

At least five members of the Grievance Committee shall be present in a meeting. If the aggrieved person happens to be a member of the Grievance Committee, then he/she shall not participate in the deliberations as a member of the Committee when his/her representation is being considered.



Prof. Usha Verma
Chairman, Grievance Redressal Cell



Dr. Nitin Rane
Deputy Director



Dr. Mahesh Goudar
Director

27/1/22