



12. GRIEVANCE REDRESSAL MECHANISM

Policy

The Grievance Redressal Committee (GRC) has to be constituted for the purpose of Redressal of grievances of students and staff.

Objectives:

- The Grievance Redressal Committee (GRC) is constituted for the purpose of redressal of grievances of students and staff.
- Developing a culture that view grievance as an opportunity to improve the organization and the way it works.
- Ensuring that all grievances are documented, resolved in a determined timeframe: objectively and with sensitivity and incomplete confidentiality when requested or needed.
- The GRC shall consider only individual grievances of specific nature of the staff and students of aggrieved staff / student of the college.
- To prepare the policy to investigate and review grievances of the students and faculties.
- To ensure effectual solution depending upon the gravity of the complaint received from the students/staff.

Roles & Responsibilities of Grievance Redressal Committee:

- The GRC may mediate between the complainant and defendant against whom the complaint has been made, if required.
- On receipt of a complaint the GRC to send its recommendation to the Chairman within short period if possible, but in any case not beyond 7 days, for further action.
- The Chairman, as far as possible, shall be guided by the advice of the GRC unless the recommendations of Committee violate basic rules and norms of the College.
- In case of any difficulties, the GRC shall have discussion with the Chairman before a decision is taken and at the Chairman's discretion, final decision is taken.
- The GRC will meet as and when required. However, if necessary, it may meet more frequently at the instance of the Chairman or at the request of the other members to discuss the various issues received.
- If the aggrieved person happens to be a member of the GRC, then he/she shall not participate in the deliberations as a member of the Committee when his/her representation is being considered.

- The committee assures the students that once a complaint is made, it will be treated with sensitivity and accurately.
- The final settlement of any grievance shall be made within a reasonable period (normally not exceeding one month) after the recommendations are submitted to the Chairman by the GRC.

Standard Operating Procedures of Grievance Redressal Committee

The following step by step procedure to be followed to resolve grievances rise from grievant.

1. **FORMAL REGISTRATION:** Any aggrieved student or parent or staff member with a genuine grievance will submit his/her Grievance in writing along with necessary documents, if any, through any of the following modes; Sending Via e-mail at grievanceredressal@dbit.co.in Submitting a signed hard copy of the grievance complaint, in person to the Convener of GRC.
2. **ACKNOWLEDGEMENT:** The GRC shall acknowledge the receipt of each grievance complainant immediately. In the case of e-mail at grc@dbit.co.in The sender will receive an instant replay acknowledging the receipt of his/her e-mail.
3. **FORWARDING:** Upon receipt of grievance, the GRC shall categories, analyse the merits of the grievance, and forward the grievance to the respective department/individual (dealing with the substantive function linked with the grievance) requesting them to enquire into the grievance and redress within such period as may be specified, in a time not exceeding 7 days from the receipt of grievance complaint.

rebel
03/11/2024
Director - IQAC
Don Bosco Institute of Technology
Mysore Road, Kumbalagodu
Bengaluru-560 074

B. Jayachandran
Principal

PRINCIPAL
Don Bosco Institute of Technology
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- Approved by AICTE, New Delhi
- Affiliated to VTU, Belagavi
- Recognised by Govt. of Karnataka
- Accredited by NAAC

DBIT/IQAC/2024-25/OCT/089

Date: 21.10.2024

Notification

As per the direction of the Principal, Director-IQAC and Head- Student Affairs the following members are nominated for **Grievance Redressal Committee** to work under the guidelines of IQAC for the academic year 2024-25 (VTU Notification Ref: VTU/BGM/Aca/SA/Cirs/2023-24/822 Dated 16.05.2023 and UGC Dated 11.04.2023)

Referring to the above VTU & UGC notifications **Grievance Redressal Committee** has been constituted with the following members mentioned below. (Point number 5 of UGC Circular)

Sl No.	Name of the Faculty	Designation	Department	Role
1.	Dr. A J K Prasad	Professor	AI&ML	Chairman
2.	Dr. Manjuanth A S	Associate Professor & HoD	CHE	Convener
3.	Dr. Emmanuel Raj	Professor	AI&ML	Member
4.	Dr Ranjani P S	Professor	AI&DS	Member
5.	Dr Manjunath A P	Professor	ECE	Member
6.	Dr. Usha Kiran	Associate Professor	CSE	Member
7.	Prof. Santhosh Kumar	Assistant Professor	EEE	Member
8.	Ms. Archana	Police	Kumbalagodu Police Station	Member
9.	Prof. Yashodhara R	Assistant Professor	ISE	Member
10.	Phalguni G-1DB21CI056	Student	AI&ML	Member

Chairman

21/10/2024

IQAC-Director

Director - IQAC

Don Bosco Institute of Technology
Mysore Road, Kumbalagodu
Bengaluru-560 074

Principal

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DON BOSCO INSTITUTE OF TECHNOLOGY
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Mysuru Road, Kumbalagodu, Bengaluru
Internal Quality Assurance Cell



Student Grievance Redressal Committee

Sl.No.	Name of the University / College	Contact Details	Affiliated to (In case of a College)	AISHE Code of the Institution	Name (s) of the Ombudsperson(s) with contact details (in the case of a university) (Name, Designation, Phone and Email)	Details of the Student Grievance Redressal Committee(s) (Name, Designation, Phone and Email)	Remarks
1	Don Bosco Institute of Technology	Mysore Road, Kumbalagodu Bangalore - 560074	Visvesvaraya Institute of Technology, Belgaum	C-1258	-	Dr AJK Prasad, Professor 9448508506, prasad.ajk@dbit.co.in Dr. Manjunath A S, Associate Professor, 6147224191, madhumanjuas@dbit.co.in Dr Emmanvel Raj M Chirchi, Professor, 9595959809, emmanvelraj@dbit.co.in Dr Manjunatha A P, Professor, 980929216, manjunatha.ap@dbit.co.in Dr Ranjani, Professor, 9483186572, drranjani@dbit.co.in Dr Yashodara, Assistant Professor, 9845531530, sairahulnakul@yahoo.co.in Dr Usha Kiran, Asso Professor, 9480647477, ushakirana.sp@dbit.co.in Mr R Santhosh Kumar, Assistant Professor, 9738411534, rsanthosh25@dbit.co.in Phalguni G, 8453354535, Student, phalguni.g@gmail.com	

Chairman

21/10/2024
IQAC Director
Director - IQAC
Don Bosco Institute of Technology
Mysore Road, Kumbalagodu
Bengaluru-560 074

Principal

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