



4. IndSearch - Grievance Redressal Policy

Preamble:

The Grievance Redressal Committee (Also known as the Internal Complaints Committee) is established to investigate any grievance, any matter of harassment including sexual harassment, any incident of ragging, discrimination of any type or inconvenience of any type on the campus of the Institute. Anyone with a genuine grievance may approach the Grievance Redressal Committee members by giving a written complaint.

Anonymous complaints will not be entertained, as it will not be possible to follow up the complaint.

The frequency of committee meeting will be at-least once in a year.

Objective:

The Grievance Redressal Committee aims to develop a fearless and an open environment among all the stakeholders in order to maintain a harmonious educational atmosphere in the Institute:

The Grievance Redressal Committee has been constituted for the redressal of the problems reported by the students, teaching and non-teaching staff of the Institute with the following objectives:

- To ensuring stress free environment in the Institute through promoting cordial relationship between Students and teachers.
- To encourage the Students, teaching and non-teaching staff members to express their grievances/problems freely and frankly.
- To instruct the Students to refrain from in citing Students against other Students, teachers and Institute administration
- To inform all staffs to be affection at to the Students and not behave in a vindictive manner towards any of them for any reason.





Procedure for Grievance Redressal

- The students are the main stakeholders in the institution imparting education, and it is the endeavour of the Institute to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit in consideration the Institute has adopted an effective mechanism with the help of an online tool called EduGrievance (www.indsearch.edugrievance.com). Edugrievance is an online grievance redressal portal where students can lodge their complaints. The committee members can keep a track of the grievance redressal and ensure that they are resolved.
- Suggestion/complaint Box has also been installed in the Library in which the Students, can post a written complaint alongwith his/her identity for their grievances as well as place their suggestions for improving the Academics/Administration in the Institute.

As per the AICTE Regulations, the institute has the following committees for addressing the grievances of all the stakeholders.

1. ICC Committee
2. Anti-Ragging Committee
3. Anti-Ragging Squad

