

GRIEVANCE REDRESSAL CELL

Introduction:

MEASI Institute of management has evolved a fruitful and useful mechanism to find out solutions for the day to day problems and grievances of the students/Parents/Teaching and Non-teaching staff.

A Grievance Redressal cell has been constituted in MEASI Institute of Management in accordance with the regulations, in exercise of the power conferred under clause (1) of section 23 of the All India Council for Technical Education Act, 1987 (52 of 1987), and in supersession of the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulation 2012 dated 25th May, 2012, the All India Council for Technical Education Regulations.

The Grievance Redressal Cell attempts to address genuine grievances and complaints of students/ Parents/Teaching and Non -Teaching staffs, whatever be the nature of the Grievance when it is addressed to its members through the online Grievance portal available in our Institute website: <https://www.measimba.ac.in/> or through the suggestion/ grievance box placed at the entrance near reception in the Campus

Objectives:

- ❖ To provide a support system for the students /parents/ Teaching and Non-Teaching staff to address their grievances.
- ❖ To initiate proactive measures to redress the grievances of the students/Parents/Teaching and Non-Teaching staff.
- ❖ To analyze the complaints and representations of aggrieved students/Parents/Teaching and Non-Teaching staff and to take action with the appropriate authorities for redressal.
- ❖ To get suggestions periodically from the students/Parents/Teaching and Non-Teaching staff for improvement.

Procedure:

Students/parents/ teaching and Non-Teaching staff are encouraged to communicate their grievances through the following:

Online Grievance Redressal portal available in our Institute website:
<https://www.measimba.ac.in>

- ❖ Through the suggestion/ grievance box placed at the entrance near reception in the Campus
- ❖ To any of the Grievance Redressal Committee members over Mobile or email.
- ❖ The grievances dropped in the suggestion /grievance boxes or through Online Grievance Redressal Portal or through Grievance Redressal Committee members are collected periodically and they are analyzed by the committee and forwarded to the concerned person/committee for remarks. After receiving the remarks, the committee discusses about them, takes suitable actions to solve the grievances if found genuine.
- ❖ If the grievances are pertaining to the decision of the management, the committee will submit a report to the management with its remarks or recommendations.
- ❖ If the grievances are found to be not reasonable, the students are explained about the impossibilities to implement them.
- ❖ The statement showing the details of the date of Grievance Redressal Cell meeting, grievances of students and the actions taken are given below

Note:

1. Students are requested to note that making a complaint is serious and therefore they are to use this power in a responsible manner.
2. At the same time, the college assures students that once a complaint is made, it will be treated with sensitivity and confidentiality.

Responsibilities:

- ❖ The grievances at departmental level are governed by the concerned mentors, class Coordinators and Department Heads then and there.
- ❖ Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the institution.

Frequency of Meetings:

4 times in every Semester or whenever need arises.

Record Keeping:

The Secretary of the Committee shall be responsible to prepare the minutes of the meeting. Every resolution passed by the Committee should be recorded at the meeting and read out by the Chairperson at the meeting itself. Within Seven days after the date of the meeting the Secretary of the Committee shall send a copy of the minutes, as approved by the Chairperson of the meeting, to the Chairperson of the Constituting Authority and to all the Members of the Committee.

Normally the Grievance Redressal Committee will meet four times in a semester. But if necessity arises because of the immediate actions to be taken depending on the nature of the grievance, the Grievance Redressal Cell will meet at once and take necessary steps to redress the grievances.

Committee membership details:

Committee Role	Designation
Chairperson	Director
Convener	Director / Professor / Associate Professor (Academics/Administration)
Members	2 Associate Professors 1 Assistant Professor

Committee Members:

Name	Designation	Role
Dr. D.Nisar Ahmed	Director	Chairperson
Dr.B.Latha Lavanya	Associate Professor	Convener
Dr.S.G.Balaji	Associate Professor	Member
Dr.T.A.M. Hameed Kan	Associate Professor	Member
Mr. A.Appu	Assistant Professor	Member

