



AIET Mechanism for Grievance Redressal

Avanthi Institute of Engineering and Technology ensures a safe and vibrant learning environment. The college entails its students to express themselves freely, without fear and apprehensions, and safeguards student rights and protects them from exploitations of any kind and from any source.

To render the promises to practice, AIET College is vigilant and offers freedom of expression irrespective of gender, but firm on strict rules and regulations for maintaining decorum within the campus. Various Committees as per the Guidelines of UGC, AICTE, Govt of AP are constituted i.e. Grievance Redressal committee, Anti-Ragging Committee, ICC to look after the strict implementation of all the Rules in vogue.

AIET has created a mechanism for redressal of students grievances at three levels.

- **Women Empowerment Cell**
 - **Internal Complaints Committee (ICC)**
- **Students Grievance Redressal Committee**
- **Anti-Ragging Committee**



Functions of the Student Grievance Redressal Committee

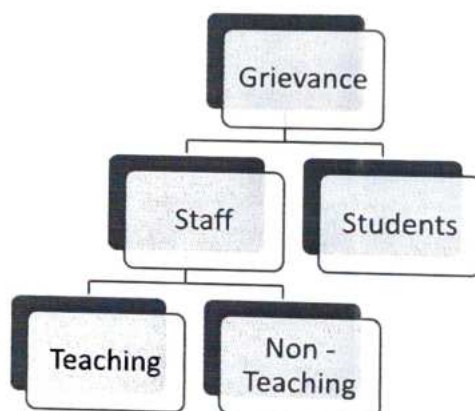
Grievance

Grievance is any dissatisfaction arising out of anything which a student or staff member feels unfair, unjust or inequitable.

Objectives

1. To ensure effective solution to students and staff grievances with an impartial and fair approach.
2. To make redressal process fair, impartial and consistent.
3. To develop a responsive and accountable attitude among the stakeholders in order to maintain a harmonious educational atmosphere in the institute.
4. Upholding the dignity of the college by ensuring strife free atmosphere in the college through promoting cordial student-student relationship and student-teacher relationship.

Classification:



Types of Grievances

i. Students

1.Functional	2.Non Functional
Evaluation	Transport
Conduct of classes and labs	Maintenance
Partiality	Canteen
Harassment	Hostel
Ragging	
Sports	
Library	



ii. Staff

1.Functional	2.Non Functional
Salary and service rules related	Transport
Attending conferences/ Workshops/ Seminars	Maintenance
Attending Examination Related Duties	Canteen
Incentives and Motivation	
Partiality	
Bossism	

Grievance Conveying Procedure

1. Open door policy: Grievances can be through direct approach or through phone to the committee.
2. Grievance and Redressal committee boxes: Drop the grievances in the Grievance and Redressal Committee boxes in the department
3. Email: Grievances can be sent to the email id of the Grievance and Redressal committee.

*Anonymous complaints will not be accepted.

Grievance Redressal Procedure

Students

Functional:

1. A student shall first present his/her complaint verbally in writing to the concerned Coordinator or member of the committee. The Committee is required to solve *address the issue within 4 days*.
2. If the student is not satisfied or his/her complaint was not addressed within 2 days, He/she can approach the GRC
3. If the student is not satisfied or his/her complaint was not addressed within 7 days by GRC. He/she can approach the Ombudsman



Non functional:

1. A student shall first present his/her complaint verbally in writing to the concerned Coordinator or member of the committee. The Committee is required to solve *address the issue within 4 days*.
2. If the student is not satisfied or his/her complaint was not addressed within 2 days, He/she can approach the GRC
3. If the student is not satisfied or his/her complaint was not addressed within 7 days by GRC. He/she can approach the Ombudsman

Staff

Functional:

1. A staff member shall first present his/her complaint verbally in writing to the concerned Coordinator or member of the committee. The Committee is required to solve *address the issue within 4 days*.
2. If the staff member is not satisfied or his/her complaint was not addressed within 2 days, He/she can approach the GRC
3. If the staff member is not satisfied or his/her complaint was not addressed within 7 days by GRC. He/she can approach the Ombudsman

Non Functional:

1. A student shall first present his/her complaint verbally in writing to the concerned Coordinator or member of the committee. The Committee is required to solve *address the issue within 4 days*.
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Role of Committee Members

- The committee members should render a fair and impartial decision based solely on the evidence before them.
- To ensure a fair and impartial decision no member of the committee should not have a conflict of interest.
- No expert communications should occur and decisions must be based solely upon evidence introduced at the hearing.
- If any member of the committee has a potential conflict of interest, it should be disclosed at this meeting.



Conflicts of interest

A conflict of interest is a relationship to a party or particular knowledge of the grievance that would prevent a person from deciding the case solely on the basis of the evidence presented at the hearing un influenced by matters of personal interest or other factors. Committee members and the chairperson must be able to make decisions un influenced by personal interest or familiarity with the parties, witnesses, facts or situation related to the grievance. A personal interest in the grievance, i.e. one in which a member stands to gain or lose personally by the committee's decision, constitutes an automatic disqualification from service and the member should immediately withdraw from further service on the committee hearing. On the other hand, prior knowledge of some general facts or a personal collegial relationship is more than collegian, it is more likely that a decision may be affected and the person should withdraw. The key question to be answered is whether the member is able to render a decision unaffected by whatever knowledge they possess or relationship they have with the party or parties. The chairperson also have the prerogative to request a member not to continue in proceedings if he/she is convinced of an apparent conflict of interest.

***No Ex Parte Communications**

The committee's responsibility is to make findings of fact and resolve the grievance based solely upon the evidence presented to them at the hearing. Committee members may not gather their own evidence or speak to a party or speak to a party or other persons regarding the grievance out side of the grievance should be done at meetings at which both parties have been provided the opportunity to be present or through correspondence between the committee and any party is normally done by the chairperson with copies to all parties. If the committee believes that there is a witness who can provide information pertinent to the grievance, the chairperson may suggest to the parties that one or both call the witness to testify at the hearing in the presence of both parties or the chairperson may make those arrangements.



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