



# SWARNA BHARATHI INSTITUTE OF SCIENCE & TECHNOLOGY (SBIT)

(Approved by AICTE, Govt. of Telangana & Affiliated to JNTUH, Hyd & TSSBTET, Hyd.)

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## GRIEVANCE REDRESSAL MECHANISM

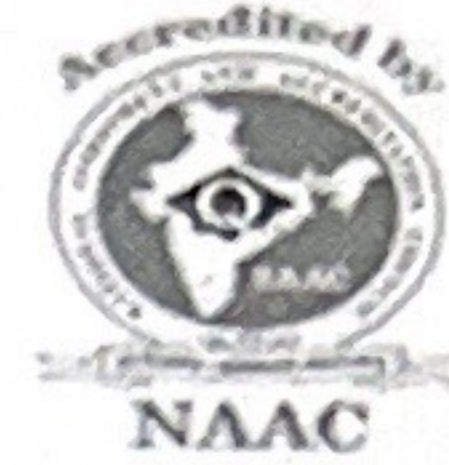
The 'Grievance Redressal Committee' constituted to maintain harmony and discipline in the College campus including the hostel premises and to redress all grievances of students and of staff.

- I. General Grievance Committee (Academic/Ragging) Composition
  - i. The complaints cum redressal/ General Grievance Committee shall be headed by senior Faculty member, All Heads of Departments, A senior lady staff member from each Department (if available) A senior member from BC., SC., or ST categories (if available)
  - ii. Functions
  - iii. To enquire into complaints received from the aggrieved students or staff of the College including complaints of ragging.
  - iv. To recommend to the Principal of the College, the penalty to be imposed.
- II. Committee on Grievances on Sexual Harassment

The Committee shall consist of

- i. A presiding officer who shall be a women faculty member employed at a senior level at the educational institution.
- ii. Not less than two teaching employees and two non-teaching employees, preferably committed to the cause of women or who have had experience in social work or have legal knowledge.
- iii. Not less than three students, who shall be enrolled at the undergraduate, masters and research scholar levels respectively.

  
**PRINCIPAL**  
**SWARNA BHARATHI INSTITUTE OF**  
**SCIENCE & TECHNOLOGY (SBIT)**  
**KHAMMAM**



## GRIEVANCE REDRESSAL POLICY

The Institute has a Grievance redressal committee in the campus in compliance with AICTE Regulations, with an objective of preventing unfair practices and to provide a mechanism to students, parents, faculty and others for redressal of their grievances. Any complaints of students or parents may be directed to the Grievance redressal committee. The Grievance Redressal Committee meet immediately after receiving the complaint to resolve the issue. The grievance Redressal Committee shall meet once in a semester even if there are no formal complaints lodged. The responsibilities of the committee are:

- To take corrective and effective measures to address the students ,parents and faculty grievances.
- To focus on Stake holders problems.
- To form mechanism and procedures to handle the Grievances.
- To provide right direction and counsel whenever required and guide the stakeholders properly.

The initiative taken up the redressal of grievances of students with due consideration to issues represented / posted by students, after a thorough verification of the credentials of the issues and individuals involved. It is the policy to prioritize the issues based on the fairness and genuineness of the issues raised and the urgency needed to resolve the issues to do justice. The issues related to sexual harassment will be referred to Internal Complaints Committee while those related to anti-ragging will be referred to the Anti-ragging committee

Registered representations only will be taken up by the Grievance Redressal Committee and will normally be tried to resolve the issue in three working days or a maximum of one week duration. The status of the issue will be communicated to the concerned persons. There will be regular monitoring of the cases represented and registered and will be discussed in the scheduled meetings.

The Grievance Redressal Committee will also represent the grievances of the faculty as and when needed.

The office of Student affairs at SBIT has a grievance redressal committee that is dedicated to fostering a nurturing and equitable educational environment. This office empowers students to articulate their concerns by following the prescribed grievance procedure in accordance with college

regulations. It conducts confidential inquiries into the nature and patterns of grievances, placing a strong emphasis on procedural fairness, including the right to be heard and treated without bias.

We understand that challenges and concerns may arise, and this cell provides a confidential platform for students to express their grievances. Whether it's related to academics, infrastructure, or any other aspect of university life, we are here to listen and take prompt action. Our goal is to ensure that students' voices are heard, and their concerns are addressed effectively. The Student Grievances Cell plays a vital role in maintaining a harmonious and supportive environment for all our students, fostering a culture of transparency and accountability within the institution.

**The objectives of GRC are as follows:**

- To provide support to students who have been denied entitled college services.
- To encourage college officials to be responsive, accountable, and courteous when addressing student issues.
- To ensure the fair and impartial resolution of students' grievances.

Any grievances that arise are promptly addressed for immediate resolution. In all cases, swift action was taken, and the students affected are informed of the measures implemented. This process included introducing preventive measures to avoid recurrence.

A Women's Grievance : is a crucial support system in organizations and institutions. Its main purpose is to address and resolve issues related to gender-based discrimination, harassment, or any form of injustice faced by women. The main purpose of this platform is to provide a secure and confidential space for women to report complaints, seek help, and receive guidance and support in a respectful and empathetic way. These cells play a vital role in promoting gender equality, ensuring the well-being of women, and creating an environment free from discrimination. Women's Grievance Cells play a crucial role in supporting individuals in need by working closely with legal authorities and counselors. They aim to provide comprehensive assistance and ensure women's rights are upheld. Additionally, they advocate for a workplace or educational environment that is free from any form of gender-based discrimination or harassment.



**PRINCIPAL**  
**Charmam , GRC**

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