

PROCEDURE FOR REDRESSAL OF GRIEVANCE BY THE GRIEVANCE REDRESSAL COMMITTEE

As per clause 7 of the part 3, section 4, of university grants commission (UGC) gazette notification no. DL(N)-04/007/2003-05, 23rd MARCH 2013 in regard to the university grants commission (grievance redressal) regulations, 2012, the institute has framed the procedure for the filing and disposal of complaints pertaining to Grievance Redressal as under:-

1. Any aggrieved student/parent/ faculty may make an application seeking redressal of grievance by filling the Grievance form, available on the website (kccilhe.edu.in) or at the reception of the institute.
2. The names of the members of the Grievance Redressal Committee have displayed on the notice board and placed on the website of the institute.
3. The Grievance Redressal Committee meets periodically, at least once in three months.
4. On receipt of the duly filled in grievance form by the head of the grievance form by the head of the Grievance Redressal Committee, who immediately provides an acknowledgement to the complainant and the case is referred to the grievance redressal committee.
5. The head of the Grievance Redressal Committee fixes a date for hearing the grievance which is communicated to the aggrieved person either in writing or electronically, as feasible.
6. An aggrieved person has to appear before the Grievance Redressal Committee in person on the designated date.
7. The head and the members of the Grievance Redressal Committee investigate the matter, discuss the case with all concerned, make discrete enquiries, record statements of all concerned and the make the final report.
8. The Grievance Redressal Committee is guided by the principles of natural justice while hearing the grievance.
9. The Grievance Redressal Committee ensures disposal of every grievance as speedily as possible as and not later than a month of receipt of the grievance.
10. On the conclusion of proceedings, the Grievance Redressal Committee passes such order, with the reasons for such order, as may be deemed fit to redress the grievance and provide relief.
11. Every order under sub regulation (9), under the signature of the head/ director/ Grievance Redressal Committee, is provided to the aggrieved person and shall be placed on the website of the institute.
12. In case of any false or frivolous complaint, the head of the committee/ director of the institute may order appropriate action against the complainant.

(1/1) Shaw
1/10/19