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J.P. Institute of Technology

Biyabani, Near-Golapur Airport, Biharsarif, Nalanda - 803101

Recognized by AICTE, New Delhi & Affiliated to SBTE, Govt. of Bihar

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परिपत्र / CIRCULAR

Sub : Constitution of Interim Grievance Redressal Committee – reg.

The Competent Authority has constituted Interim Grievance Redressal Committee for Students, with the following members, till the Ordinances in this regard are approved:

Sr. No.	Name of The Staff	Designation
1.	Shailesh Kumar (Secretary, JPIT)	Secretary
2.	Mukesh Kumar (Principal Incharge)	Convener
3.	Shiwendra Diwakar	President Management
4.	Purnendu Bhushan	Member
5.	Bablu Kumar (Mukhiya)	Member
6.	Niranjana Kumar (Media)	Member

This committee deals with all the Grievances directly which is related to the common problems at Institute level both Academic and Administrative.

Procedure for Redressal of Grievances : Students

- An aggrieved student who has the Grievance or Grievances at the Department level shall make an application first to the

Faculty head / Adjunct Professor / Faculty Incharge. Faculty Head/ Adjunct Professor / Faculty Incharge of the Department after verifying the facts will try to redress the grievance within a reasonable time, if the student is not satisfied with the verdict or solution of the Faculty Head/Adjunct Professor/ Faculty Incharge, then the same should be placed before the Department level committee

- If the student is not satisfied with the decision of Department level committee , he/she can submit an appeal to students grievance committee within a week from the date of the receipt of the reply from the Department level committee
- If the student is not satisfied with the Redressal offered by the Department level committee and feel that his/her Grievance is not redressed, he/she can submit an appeal for Grievance Redressal committee within a week from the date of receipt of decision with the relevant details .
- While dealing with the complaining , the committee at all levels will observe law of natural justice and hear the complaint and concerned people.
- While passing an order on any Grievance at any level the relevant provisions of Act / Regulations should be kept in mind and no such order should be passed in contradiction of the same.
- The student will submit the application of Grievance or appeal to the Department level committee or central Grievance Redressal committee, as the case may be , through the Head of Department and Head of institute concerned .

Scope:

The committee will deal Grievance received in writing from the students about any of the following matters

- Academic matters: Related to timely issue of duplicate mark-sheets, transfer certificates, conduct certificates or other examination related matters.
- Financial matters: Related to dues and payments for various items from library, hostels etc.
- Other matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

Procedure for lodging complaints:

- The students may feel free to put up a Grievance in writing.
- The Grievance committee will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance committee will assure that a Grievance has been properly solved in a stipulated time limit provided by the cell.

Functions:

- The cases will be attended promptly on receipt of written Grievance from the students.

- The committee formally will review all cases and will act accordingly as per provisions as laid in Ordinances/Acts/Statutes, etc.
- the committee will give report to the authority about the cases attended to and the number of pending cases, if any, which required direction and guidance from the higher authorities .

Responsibility for Redressal:

1. The final responsibility for Grievance redressal rests with director.
2. The institute expects that the grievance redressal be time bound and result oriented. Every grievance is expected to be resolved within a reasonably period.
3. The grievance redressal committee shall monitor status and progress of grievance redressal and shall furnish report on grievance redressal position to the director.

Power of committee:

In case of any grievance, the members of committee are empowered to sort out the problems at their level through discussion with students. In case the members fail to find out any solution then the matter is referred to the director for the final commitment on the matter. Considering the nature and depth of the grievance, due inquiry is made by members of the committee and through personal discussion and the matter is solved. If anybody is found to be guilty for any kind of nuisance he/she is given punishment with due consideration with the director. The nature of punishment, information to the police (if situation arise

for so) and expelling from the college as per the rule of the institute.

Exclusion:

The grievance redressal committee shall not entertain the following issues

- Decisions of the Executive Council, Academic Council, board of Studies and other administrative or academic committees constituted by the institute.
- Decision with regard to award of scholarship, fee concession, medals etc.
- Decision made by the institute with regard to disciplinary matters and misconduct.
- Decisions of the institute about admissions in any closures offered by the institute.
- Decision by competent Authority on assignment and examination result.


Secretary

J.P. Memorial Trust
Biyabani, Bihar Sharif

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