

Grievance Redressal Committee

The Grievance Redressal Committee is intended to undertake the processes of attending to the grievances put forward by the students and staff, on issues they are not happy with the regular administrative decision. It focuses on setting proper facilitation procedures for settling various issues in a cordial atmosphere. The committee is expected to initiate proper or appropriate enquiry or investigative mechanism within 24 hours from the receipt of the complaint in written form duly signed by complainant(s). The committee is expected to meticulously adhere to the standard arbitration procedures of the college and those of relevant law positions including Industrial Disputes Act 1947, the Administrative Tribunal Act 1985, Negotiable Instruments Act 1881, Societies Registration Act 1860 and all other such enactments of the Government of Gujarat and Government of India from time to time.

Scope of the operations:

The Committee shall take into consideration all the redressal criteria and rules and regulations of the college, Gujarat Technological University and Government of Gujarat both in admitting the complaint and in conducting the enquiry. The committee is empowered to constitute special committee for enquiry in case of need.

The observations, findings, suggestions and recommendations are merely recommendatory in nature and do not carry any legal binding for the college to follow or implement. The committee is expected to submit the minutes of its meetings along with observations, suggestions, if any, and resolutions to the respective statutory committees for further processing the same at the deliberations. The chairman and the members of the committee shall undertake all the operations in coordination with the Heads of the departments and administrative office.

Composition:

- A senior member of faculty is appointed as Chairman/ Chairperson by the Principal.
- 8 members of faculty are nominated by the Principal

The chairman is expected to undertake all the prime duties of the committee, namely convening the meetings, recording minutes, recording special observations and suggestions, if any, processing the data and obtaining ratification of the minutes, resolutions, observations, taking necessary steps for tabling the said documents for ratification by the statutory bodies etc.

Basic functions:

The following items fall under the purview of the committee. The committee is expected to extend its co-operation to the members of faculty and staff appointed or drafted for specific tasks from time to time like other members of faculty including heads of departments or nonteaching staff appointed or drafted by the Principal for taking up a special enquiry related to any complaint,

controller of examinations and other personnel drafted by the principal in case of an examination oriented grievance etc.

Meeting Schedule and Process of convening a meeting:

The chairman is expected to issue a circular with the schedule and agenda one week in advance. However, the chairman reserves the right to conduct any emergency session under certain circumstances that can be deemed to be an emergency situation. If it is not possible for the chairman to convene a meeting because of any academic or administrative reasons, one of the senior members of the committee can take up the responsibility of convening the meeting with the prior approval of the Principal. Tentative schedule of the meetings during an academic year has to be drawn by the chairman.

The deliberations are strictly confidential and shall be confined to in-house circulation, and if any member is found leaking the information to external agencies, the matter shall be reported for correctional administration.

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