



## **MECHANISM OF GRIEVANCE REDRESSAL CELL**

As per the AICTE regulations 2019 vide F. No. 1-101/PGRC/AICTE/ Regulation/2019 dated 07.11.2019 and the Governing Body (GB), MTIET constituted Grievance Redressal Committee with the objective of resolving the grievances of students, parents, Teaching and Non-teaching Faculties. Mother Theresa Institute of Engineering and Technology has progressed a prolific and valuable mechanism to find out solutions for the day to day problems and grievance of the students

Grievance Redressal Cell is established in order to deal with the individual grievances related to students and faculty members and to ensure the redressal of grievances amicably in a time bound manner. The online Grievance Redressal mechanism can be able to receive and dispose of the grievances online. The notice board for grievance Redressal Cell is fixed near the office with the committee members list, contact numbers and email-id's of members indicating the details of the online Grievance Redressal mechanism i.e. URL of the online Grievance Redressal Portal to ensure publicity/awareness of the establishment of Grievance Redressal mechanism. Faculty from departments, who are members of this cell meet periodically and provide solutions to problems related to girl students and women employee. The committee invites suggestions from employees for improving the working environment and resolving issues if any. Any grievances/sexual harassment related specific issues are addressed through professional counseling. If required, parents are called and counseled confidentially.

The students approach the Cell to voice their grievances regarding academic and non-academic matters. The cell redresses the grievances at individual and class level and grievances of common interest. Students are encouraged to use the suggestion box placed on the campus to express constructive suggestions and grievances. The college assures students that once a complaint is made, it will be treated with confidentiality.

The students are fully free to submit their grievance regarding academic or personal matters in the meeting held on first week of every month, by dropping in the suggestions boxes provided in our campus or sending through online email to [grievance@mtieat.org](mailto:grievance@mtieat.org)

## Objectives:

The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.

- To maintain a fair, unbiased and consistent system for redressal of various issues faced by the students.
- To ensure strict confidentiality so that students approach the Grievance Redressal Cell without the fear of any vindictive activity.
- To maintain a conducive atmosphere and relationship between the students and faculty without giving any chance to widen the gap between them that may arise because of certain simple misunderstandings.
- To ascertain that immediate suitable actions are taken by addressing the faculty or by requesting the management depending upon the nature of grievance.

The structure of Grievance Redressal Cell is as follows.

S.No	Designation	Person
1	Chair person	Dr.M.Lakshmikantha Reddy, Principal
2	Member	Dr.R.Saravanan, Director (Academics)
3	Member	Dr.L.Rama Murthy, HOD/ECE
4	Member	Dr.S.Sooriya Prabha, HOD /EEE
5	Member	Dr.P.C.Prabhu Kumar, HOD /CSE
6	Member	Dr.R.Sarath Babu, HOD/Mechanical
7	Member	Dr.C.S.Dwaraka Viswanath, HOD/S&H
8	Member	Mr.R.Lokesh, Assistant Professor, AI & DS
9	Member	Mr.Tharun, Assistant Professor, Civil
10	Member	Dr.G.Rama Subba Reddy, HOD /CSE (DS)

## **PROCEDURE**

- Normally the Grievance Redressal Cell will meet four times in a semester. But if necessity arises because of the immediate actions to be taken depending on the nature of the grievance, the Grievance Redressal Cell will meet at once and take necessary steps to redress the grievance.
- The students drop their grievance letters in the suggestion boxes provided in our campus or send online to the email [grievance@mtieat.org](mailto:grievance@mtieat.org).
- The grievance dropped in the suggestion boxes are collected periodically and they are analysed by the committee and forwarded to the concerned department for remarks. After receiving the remarks, the committee discusses about them, takes suitable actions to solve the grievance if found genuine.
- If the grievances are pertaining to the decision of the management, the committee will submit a report to the management with its remarks or recommendations.
- If the grievances are found to be not reasonable, the students are explained about the impossibilities to implement them.
- online Grievance Redressal Portal link as follows:

<https://mtieat.org/grievance-cell>

# GRIEVANCE REDRESSAL CELL – FLOW CHART

