

# Greater Kolkata College of Engineering & Management

## Grievance Redressal Policy

A Grievance is any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything connected with the Institute that a student or an employee thinks, believes, or even feels, is unfair, unjust or inequitable.

### 1) Objective:

- a. Linking with a well defined Disciplinary system make it acceptable to all.
- b. All actions should be prompt for better redressal of Grievance.
- c. To make the redressal process fair, impartial, consistent, with prior warnings and commensurate with gravity of misconduct.
- d. Aim should be on prevention of misconduct rather than controlling through punitive measures.

### 2) Grievance Flowchart (for Students):

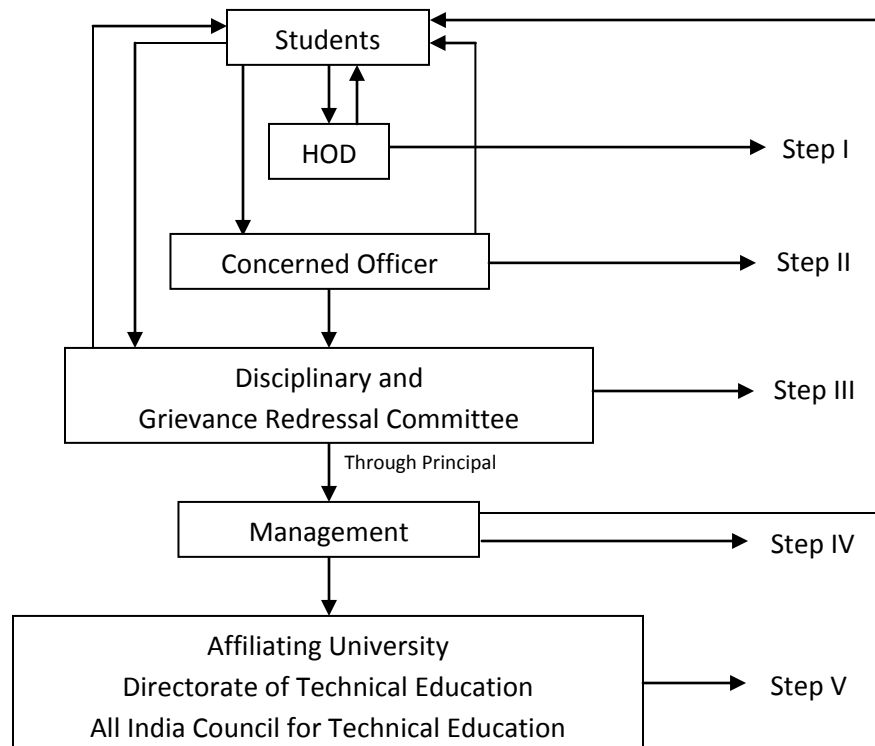


CHART 1.1

### 3) Understanding the Grievance:

- a. **Open Door Policy** : General invitations to students/employees informally drop in the Concerned Officer's room and talk informally over their grievance. They may even present the grievance through the official contact numbers of the said officers.
- b. **Gripe Boxes** : Students/employees can drop their anonymous complaints.
- c. **Opinion Surveys** : Through mentor and other feedback schemes, the opinion surveys may be conducted for better understanding.
- d. **E-mails** : Through separate e-mails to HOD, Registrar, Principal or to the Top Management directly. ([grievance.gkcem@jisgroup.org](mailto:grievance.gkcem@jisgroup.org))

### 4) Grievance Redressal Procedure :

- a. An aggrieved student or employee shall first present his/her grievance verbally or in writing to the concerned head of the department. The HOD is required to furnish the answer.
- b. If the student is not satisfied with the answer, he/she can approach to the concerned officers appointed by management for that purpose directly. The officers must give his/her answer of the presentation of the complainant(s).
- c. If the student is not satisfied with the answer, he/she can approach to the "Disciplinary and Grievance Redressal Committee" which shall evaluate the case and make its recommendations to Principal of presentation of the case. The student would be communicated the recommendation.
- d. If the committee fails to take the decision within the stipulated time of the student is not satisfied with the decision, he/she can an appeal for revision to management. Management is supposed to communicate its decision of student's revised petition.
- e. If the student is unsatisfied with the management's decision, management may refer to Affiliating University or Directorate of Technical Education or All India Council for Technical Education.

**5) Grievance Flowchart (For Faculty and Administration) :**

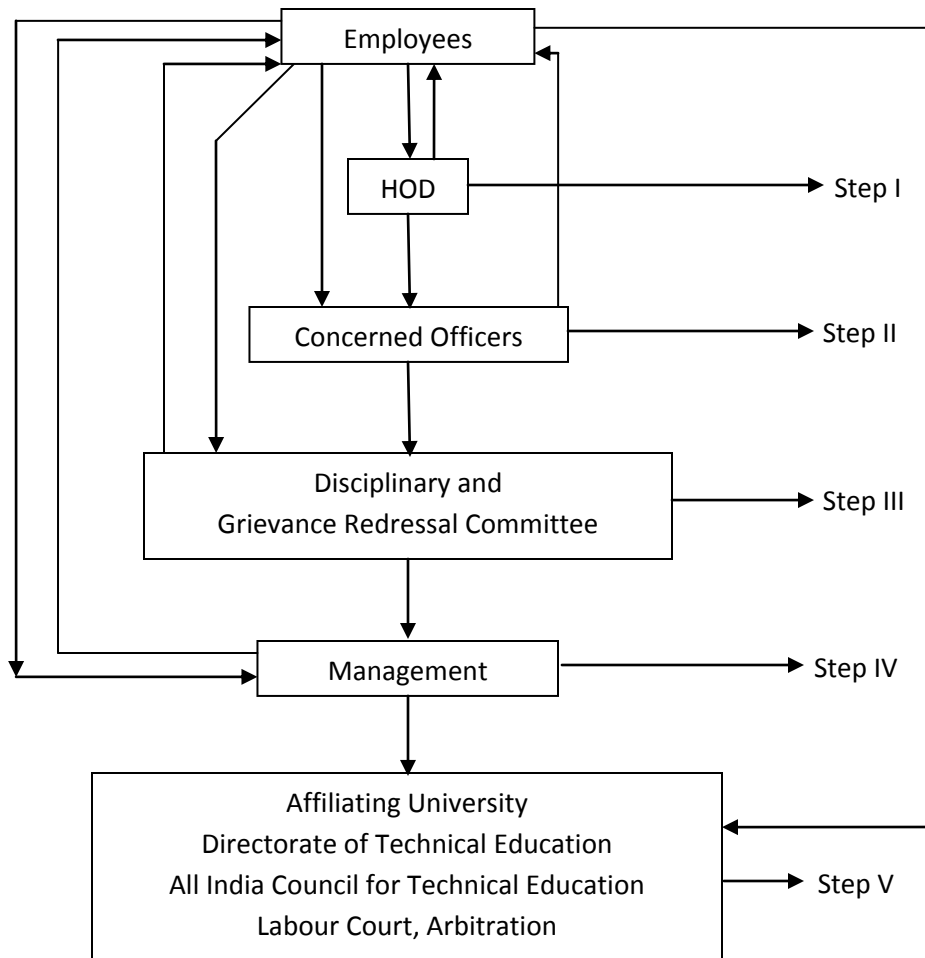


CHART 1.2

## 6) Understanding the Grievance (for employees) :

- a. **Open Door Policy** : General invitations to employees informally drop in the Concerned Officer's, Principal's room and talk informally over their grievance. They may even present the grievance through the official contact numbers of the said officers.
- b. **Gripe Boxes** : Employees can drop their anonymous complaints.
- c. **Opinion Surveys** : Through mentor and other feedback schemes, the opinion surveys may be conducted for better understanding.
- d. **E-mails** : Through separate e-mails to HOD, Registrar, Principal or to the Top Management directly. ([grievance.gkcem@jisgroup.org](mailto:grievance.gkcem@jisgroup.org))

## 7) Grievance Redressal Procedure (for employees) :

- a. An aggrieved employee shall first present his/her grievance verbally or in writing to the concerned head of the department. The HOD is required to furnish the answer.
- b. If the employee is not satisfied with the answer, he/she can approach to the concerned officers appointed by management for that purpose directly. The officers must give his/her answer of the presentation of the complainant(s).
- c. If the employee is not satisfied with the answer, he/she can approach to the "Disciplinary and Grievance Redressal Committee" which shall evaluate the case and make its recommendations to Principal. The employee would be communicated the recommendation.
- d. If the committee fails to take the decision within the stipulated time or the employee is not satisfied with the decision, he/she can an appeal for revision to management. Management is supposed to communicate its decision of employee's revised petition.
- e. If the employee is unsatisfied with the management's decision, he/she may refer to Affiliating University and/or Directorate of Technical Education and/or All India Council for Technical Education and/or Labour Court / Arbitration.