



# MAR BASELIOS COLLEGE OF ENGINEERING AND TECHNOLOGY

## INSTITUTIONAL POLICIES

**Policy No. 10**

**Title: GRIEVANCE REDRESSAL POLICY**

**Date of Issue: 01.05.2022**

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*In order to meet the increasing legitimate expectations of students and staff for better, faster and more effective service, the MBCET shall constantly endeavour to improve its service rules, standards and capabilities. The MBCET expects all its Officers and employees to maintain highest standards of integrity and transparency in their working conditions with students and staff. A Grievance is a documented manifestation of dissatisfaction of a student/staff. Such dissatisfaction, if left unaddressed and unresolved, could endanger the lifeline of the MBCET and erode its image. The policy aims to resolve the Grievances of the students and staff within the framework of the college guidelines.*

### 1. OBJECTIVES

- a) To develop a protocol to resolve Grievances of Students and staff
- b) To provide the Students and staff access to immediate recourse to have their Grievances redressed
- c) To make the Students and staff aware of their duties and responsibilities
- d) To constitute a Grievance Redressal cell to oversee the execution of the Grievance Redressal Policy

### 2. SCOPE

This policy is intended for the students of MBCET

### 3. POLICY STATEMENT

The college expects all its Officers and employees to maintain highest standards of integrity and transparency in their working conditions with students and staff.

Grievance redressal policy has been formed in order to meet the increasing legitimate expectations of students and staff for better, faster and more effective service. The policy aims to resolve the Grievances of the students and staff within the framework of the college guidelines.

### 4. RESPONSIBILITY

The final responsibility for Grievance Redressal rests with Grievance Committee specially constituted under UGC regulations, for resolution of Grievances. The MBCET expects that Grievance Redressal be time bound and result orient. The Grievance Redressal machinery for aggrieved students would be constituted and working exactly as per the UGC guidelines vide UGC (Grievance Redressal) Regulations 2012.

<b>Prepared By</b>	<b>Approved By</b>	<b>Issued By</b>
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### 5. RELATED PROCEDURES AND OTHER DOCUMENTS

### 6. POLICY HISTORY

Version/Date	Prepared by	Approved by	Remarks
V1.0/			Original Version.
V2.0/			Revised.

**Prepared By**

**Name :**  
**DSGN:**  
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**Date:**

**Approved By**

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