



MAR BASELIOS COLLEGE OF ENGINEERING AND TECHNOLOGY

INSTITUTIONAL POLICIES

Policy No. 07

**Title: POLICY FOR GRIEVANCE REDRESSAL OF STAFF
AND STUDENTS**

Date of Issue: 01.05.2025

Page No. 1 of 4

1. PREAMBLE

Mar Baselios College of Engineering and Technology (MBCET) is committed to providing a fair, transparent, and efficient system for addressing the grievances of students and staff in accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023. The College recognizes the right of every stakeholder to be heard and to seek redressal against any injustice, harassment, or unfair treatment.

2. OBJECTIVES

To create a structured mechanism for the prompt and impartial redressal of grievances.
To ensure a safe, supportive, and inclusive environment for all students and staff.
To foster a culture of mutual respect, accountability, and administrative transparency.
To comply with the UGC regulations and other statutory requirements.

3. SCOPE

This policy is applicable to:

Students (UG, PG, PhD) – for academic, administrative, infrastructural, and personal grievances.

Teaching and Non-Teaching Staff – for service-related, professional, interpersonal, and administrative grievances.

4. DEFINITIONS

Grievance: A formal complaint or dissatisfaction expressed in writing by a student or staff regarding academic, administrative, or personal matters.

Grievant: The student or staff who lodges a grievance.

Grievance Redressal Committee (GRC): A body constituted to look into grievances and recommend appropriate actions.

Prepared By

**Name :
DSGN:**

Approved By

**Name :
DSGN:**

Issued By

**Name :
DSGN:**



MAR BASELIOS COLLEGE OF ENGINEERING AND TECHNOLOGY

INSTITUTIONAL POLICIES

Policy No. 21

**Title: POLICY FOR GRIEVANCE REDRESSAL OF STAFF
AND STUDENTS**

Date of Issue: 01.05.2025

Page No. 2 of 4

5. TYPES OF GRIEVANCES COVERED

For Students

Delay in issuance of certificates, mark lists, or other documents.
Harassment or victimization by faculty/staff/peers.
Non-transparent or biased evaluation.
Issues related to hostel, transport, canteen, internet, etc.
Sexual harassment or gender-based issues.
Fee-related grievances.
Violation of academic norms or unfair disciplinary actions.

For Staff

Discrimination, harassment, or victimization.
Promotion, appraisal, or salary-related issues.
Violation of service rules or contractual obligations.
Workload distribution or staff welfare concerns.
Administrative delays or denial of legitimate benefits.

6. GRIEVANCE REDRESSAL COMMITTEES

6.1 Grievance Redressal Committee for Students (GRC-S)

Constitution:

Chairman: Principal
Three Senior Faculty Members (nominated by the Chairman)

6.2 Grievance Redressal Committee for Staff (GRC-T)

Constitution:

Chairman: Dean (Administration)
Two Senior Faculty Members (nominated by the Chairman)

Prepared By

Name:
DSGN:

Approved By

Name:
DSGN:

Issued By

Name:
DSGN:



MAR BASELIOS COLLEGE OF ENGINEERING AND TECHNOLOGY

INSTITUTIONAL POLICIES

Policy No. 10

**Title: POLICY FOR GRIEVANCE REDRESSAL OF STAFF
AND STUDENTS**

Date of Issue: 01.05.2025

Page No. 3 of 4

7. PROCEDURE FOR FILING A GRIEVANCE

Submission: The grievance must be submitted online (using the Grievance Redressal Form available on the college website) /offline.

Preliminary Review: The respective committee will assess the complaint for admissibility.

Inquiry and Hearing: If valid, the committee will hold a hearing and gather relevant evidence.

Resolution: A decision shall be communicated in writing within **15 working days** of grievance receipt.

Appeal: If unsatisfied, the grievant may appeal to the **College Ombudsperson**, nominated in accordance with UGC guidelines (for students).

8. COLLEGE OMBUDSPERSON

The Ombudsperson shall be a senior academician (external to the institution) appointed in accordance with UGC norms. The Ombudsperson shall:

Review appeals escalated beyond the GRC.

Submit annual reports to the statutory authorities.

Ensure the protection of the rights of students and staff.

The University has appointed Dr. Dharmaraj Adat as the Ombudsperson for the Redressal of Grievances of Students of the University and colleges/ institutions affiliated to the University under the Regulations. (Letter No. KTU/ASST(ADMIN16)/4961/2024 dated 28.11.2024)

9. CONFIDENTIALITY AND PROTECTION

The identity of the complainant and respondent shall be kept confidential.

No retaliatory action shall be taken against the complainant.

Malicious or false complaints will be dealt with appropriately.

10. REPORTING AND RECORD KEEPING

Each GRC shall maintain a grievance register.

Quarterly and annual reports of grievances and resolutions shall be submitted to the Principal.

Prepared By

Name:
DSGN:

Approved By

Name:
DSGN:

Issued By

Name:
DSGN:



MAR BASELIOS COLLEGE OF ENGINEERING AND TECHNOLOGY

INSTITUTIONAL POLICIES

Policy No. 10

**Title: POLICY FOR GRIEVANCE REDRESSAL OF STAFF
AND STUDENTS**

Date of Issue: 01.05.2025

Page No. 4 of 4

11. POLICY HISTORY

Version/Date	Prepared by	Approved by	Remarks

Prepared By
Name Name:
DSGN:

Approved By
Name:
DSGN:

Issued By
Name:
DSGN: