



PATEL INSTITUTE OF SCIENCE AND MANAGEMENT (A UNIT OF PATEL GROUP OF INSTITUTIONS)

Kariyammana Agrahara, Bellandur PO, Marathalli, Bengaluru-560103

GRIEVANCE, REDRESSAL CELL.

23/04/2025

The Grievance Redressal Cell aims to foster a positive and unbiased atmosphere for all individuals associated with the institution. The primary function of the cell is to access and resolve any grievances or complaints reported by students or any other stakeholder regarding grievances. By following the established rules and regulations of the college, the Grievance Redressal Cell allows students to voice their concerns through a transparent grievance procedure. The Cell conducts regular meetings to review the nature and pattern of complaints and takes appropriate measures to redress them.

OBJECTIVES

- To provide an open and transparent platform for all stakeholders to register their grievances related to the institution's activities.
- To investigate and address grievances in a fair, impartial, and timely manner, providing effective solutions to the complainants.
- To create awareness among the stakeholders about the grievance redressal mechanism and encourage them to use it for the resolution of their concerns.
- To maintain a record of all grievances and their redressal for continuous improvement and better institutional practices.

FUNCTIONS

- As per the UGC guidelines, the functions of the Grievance Redressal Committee at an institution include the following:
- To receive and examine complaints/grievances from students and staff members of the institution.
- To address grievances related to academic and non-academic matters such as infrastructure, resources, library, and other facilities.
- To maintain records of grievances received and redressal provided.
- To ensure prompt and impartial redressal of grievances by following the principles of natural justice.
- To investigate the causes of grievances and take necessary measures to prevent their recurrence.
- To disseminate information about the grievance redressal mechanism to all stakeholders.
- To collaborate with other committees and departments to promote a harmonious and conducive environment for teaching, learning, and research.
- To conduct periodic reviews of the grievance redressal mechanism and suggest improvements for better implementation.

- To ensure that the institution's policies and procedures comply with the UGC regulations regarding grievance redressal.

GRIEVANCE REDRESSAL PROCEDURE

As per the UGC guidelines, the grievance redressal procedure for an institution should include the following steps:

Step 1: Registering the Grievance

The aggrieved person(s) should submit their complaint/grievance in writing to the Grievance Redressal Committee within seven days of the incident duly signed by the applicant with details and with appropriate documentary proof attached in support of the grievance. The complaint can also be submitted online or through email.

Step 2: Acknowledgment of the Grievance

The Grievance Redressal Committee should acknowledge the receipt of the complaint within three working days and inform the complainant about the expected time frame for redressal.

Step 3: Investigation of the Grievance

The Grievance Redressal Committee should investigate the complaint in a fair, impartial, and timely manner. The Committee may also seek additional information from the complainant or other relevant persons to resolve the grievance.

Step 4: Redressal of the Grievance

The Grievance Redressal Committee should provide a suitable solution to the complainant within a reasonable time frame, which should not exceed thirty days from the date of receipt of the complaint. The redressal may include monetary compensation, reinstatement, apology, or any other appropriate action. Every order under Clause (8) shall be provided to the aggrieved person and the institution and shall be placed on the website of the institute. In case of any false/frivolous complaint, the Grievance Redressal Committee may order appropriate action against the complainant.

Step 5: Review of the Grievance Redressal Mechanism

The Grievance Redressal Committee should periodically review the grievance redressal mechanism and suggest improvements for better implementation.

Step 6: Communication of the Redressal

The Grievance Redressal Committee should communicate the redressal provided to the complainant and other relevant persons.

Step 7: Record Keeping

The Grievance Redressal Committee should maintain records of all grievances received and their redressal for future reference.

The students who are not satisfied with the decision of the Grievance Redressal Committee may approach the Ombudsman for the redressal of grievances of students at Bangalore North University.

Confidentiality

The University guarantees that no victimization or discrimination will occur during the Grievance Handling and Resolution Procedure. The process will be fair and impartial to both parties, with a full explanation provided in writing for all decisions made. Confidentiality and privacy will be maintained throughout, and records of the grievances will be kept confidential for one year. The grievance process is free of cost to the complainant.

OMBUDSMAN

Appointment of Ombudsman

- The Ombudsman must possess a minimum of ten years of experience as a Professor or must have served as a judge of a rank not lower than that of a District Judge. This ensures that the Ombudsman is well-versed in the issues related to the institution and can provide impartial and fair judgments.
- To maintain the Ombudsman's independence and impartiality, they should not have any personal, professional, or financial affiliations with the University that may compromise or appear to compromise their judgment. This applies during their tenure as Ombudsman and one year before their appointment.
- The Ombudsman shall be appointed by the university on a part-time basis

Term of Ombudsman

The Ombudsman shall serve as a part-time officer for a maximum of three years or until they reach the age of seventy, whichever comes first. They may be reappointed for another term at the same university.

Powers and Functions of Ombudsman

- The Ombudsman shall exercise his powers to hear any grievance
 - I. Of any student against the university or institution affiliated with it or an institute, as the case may be after the student has availed of remedies available in such institution for redressal of grievance; and
 - II. Of any applicant for admission as a student to such an institution.
- No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- The Ombudsman shall have the power to seek the assistance of any person belonging to the Scheduled Castes, the Scheduled Tribes, Socially and Economically Backward Classes, minority or disabled category, as amicus curiae, for hearing complaints of alleged discrimination.

Procedure in the redressal of grievance by the Ombudsman

Procedure in the redressal of grievance by the Ombudsman will be followed as per the Act under Clause 7.

Matrix in Grievance Handling Authorities

S. No	Nature of Grievance	Level-1	Level-2	Appellate Authority
1	Academic grievances	HOD	Director	Chairman
2	Against faculty	HOD	Director	Chairman
3	Examination related	COE	Director	Chairman
4	Summer internship & placements	HOD	Director	Chairman
5	Amenities & services	Admin	Director	Chairman
6	Hostel related	Hostel Warden	Director	Chairman
7	Finance related	Manager – Finance	Director	Chairman
8	Student conflicts	Warden/Admin	Director	Chairman
9	Harassment by students/faculty/staff*	Warden/Dept. Coordinator	Director	Chairman

*Cases related to sexual harassment shall be handled as per the Internal Complaints Committee policy.

Grievance Redressal Committee at Patel Institute of Science and Management

According to the UGC (Grievance Redressal) Regulations, 2018, please find the composition of the Grievance Redressal Committee below.

S. No.	Designation	Name	Post
1	Director	Dr. Ashok A R Gowda	Chairperson
2	HOD – MBA	Dr. Jeena Raju	Member
3	Assistant Professor	Mr. Sharath Chandra Kamath	Member
4	Student Representative	Ms. Varsha	Member
5	Assistant Professor	Prof. I Mrudhula Mallika	Member

6	Syndicate Member(BNU, Bengaluru)	Mr. Abhishek Gowda	Special Invitee from Bengaluru North University
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Please fill the below form to lodge a complaint.

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Student Name

Student Email Address

Student Course

Student Roll Number

Parents / Guardians Name

Parents / Guardians Phone Number

Message

Submit

Website: <https://patelinstituteofscience-management.edu.in/grievance-cell/>

- The students may also hand over the written complaint to the Grievance Redressal Committee.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.


Director

Patel Institute of Science and Management, Bengaluru.

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Bellandur Post, Bangalore - 103.



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