



## **BHARATI VIDYAPEETH'S COLLEGE OF ENGINEERING**

(Approved by AICTE, New Delhi & Affiliated to Guru Gobind Singh Indraprastha University, Delhi)

(An ISO 9001:2015 Certified Institution)

A-4, Paschim Vihar, Main Rohtak Road, New Delhi – 110 063

### **Grievance Redressal Committee**

#### **About the Committee**

The Grievance Redressal Committee of BVCOE, N. Delhi is established with an aim to provide easy and readily accessible procedure for prompt disposal of the day to day genuine grievances of the student to maintain a congenial atmosphere. The Committee was set up in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013), and Article XXV of the constitution for handling day-to-day grievances related to students. Any discontent or dissatisfaction that a student faces or even imagines, when not addressed properly is treated as grievance.

Grievance Redressal Committee facilitates the resolution of grievances in a fair and impartial manner involving the respective Department (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. The Grievance Redressal Committee will address the complaint(s) made by an aggrieved student(s) which were not resolved at Department level.

Any student/staff with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge Students of Committee. Students can put their grievances and their suggestions for improving the Academics by sending through online webportal <https://bvcoend.ac.in/index.php/student-grievance/>

The information regarding constitution and availability of Grievance Redressal Committee is published on college website (<https://bvcoend.ac.in/index.php/student-grievance/>)

#### **The structure of Grievance Redressal Committee-**

The revised structure of the Grievance Redressal Committee of Bharati Vidyapeeth's College of Engineering, New Delhi shall be as under:-

Sr. no	Name	Eligibility Details	Appointing Agency	Position
1	Principal of the Institute	Principal	The Gazette of India (AICTE Notification)	Chairperson
2	One Teacher of the Institute	At the rank of the Associate Professor	To be appointed by Academic Council	Executive Member

3	Two Teachers of the Institute	At the rank of the Associate Professor	To be appointed by Academic Council	Member
4	One Teacher of the Institute	At the rank of the Assistant Professor	To be appointed by Academic Council	Member
5	Admin Officer of the Institute	Admin Officer, BVCOE, New Delhi	Ex-Officio	Member
6	Students of the Institute	Class Representatives of Final Year of every branch	To be elected by the Council of Class Representatives of the Institute	Member

#### List of Committee members-

The election process for student representative for Student Grievance Redressal Committee –

The class representatives of 4<sup>th</sup> year class are elected as student representatives by the Council of Class Representatives through Ballot Voting Process.

Our Revised Grievance Redressal Committee comprising the following members for academic year 2023-24 is as follows and this committee will attend to all the grievances by student/staff:

Sr. no	Name	Details	Position
1	Dr. Dharmender Saini	Principal	Chairperson
2	Dr. Deepika Kumar	HOD-CSE	Executive Member
3	Dr. Arati Kane	HOD-ICE	Member
4	Dr. Yogita Arora	Associate Professor-ECE	Member
5	Dr. Mahesh Kumar	Asst. Prof.- IT	Member
6	Mr. Sandeep Patil	Admin Officer	Member
7	Mr. Laksh Gambhir (Elected Student Representative)	B.Tech,ECE-2,4 <sup>th</sup> Year	Member
8	Mr. Yash Dhanwaria (Elected Student Representative)	B.Tech,CSE-2,4 <sup>th</sup> Year	Member
9	Mr. Kashish Chauhan (Elected Student Representative)	B.Tech,EEE,4 <sup>th</sup> Year	Member
10	Ms. Riya Chauhan (Elected Student Representative)	B.Tech, ICE, 4 <sup>th</sup> Year	Member
11	Mr. Rishab Gulia (Elected Student Representative)	B.Tech, IT-2, 4 <sup>th</sup> Year	Member
12	Ms. Rupanshi Bhatnagar (Elected Student Representative)	B.Tech,ECE-1,4 <sup>th</sup> Year	Member
13	Ms Harshita Gupta (Elected Student Representative)	B.Tech, CSE-1, 4 <sup>th</sup> year	Member

#### Preamble:

The objective of the Grievance Redressal Committee is to ensure that the grievances/issues of any of the student/staff are not left un-attended, in the consistent pursuit of academic excellence. This should ensure to have a team with enthusiastic and self motivated participants (staff and students) by overall inclusion and active participation of every person (staff and

students). The committee will follow standard guidelines and procedures for its meetings and should adhere to the principles of natural justice in its proceedings and dispose of all grievances, as expeditiously as possible, but not later than two weeks of its receipt. The committee should meet at least once in a semester. The quorum of the meeting shall be 1/3 of the members in which presence of one elected student member is required.

**Coverage:**

This procedure applies to grievances where any student/staff of Bharati Vidyapeeth's College of Engineering, New Delhi, while acting in an official capacity and indulging in voluntary/involuntary actions like arbitrary actions, personal vendetta or personal grudges, etc. that directly affects the student/staff.

**General Regulations:**

- i. In initial phases, student/staff are encouraged, when possible and appropriate, to attempt to resolve the difficulty through discussion with the other person or persons involved. The student/staff is also encouraged to consult/interact with their Peer Groups/CR/Faculty Mentors/Subject Teachers/ Class Advisors/ Members of the Grievance Redressal Committee/Principal/Parents, etc. with the aim of securing clarification and advice, when in dilemma, as they may be very vital source of advice/guidance, right in the beginning.
- ii. Matters pertaining to both potential and actual grievance cases shall be handled with sensitivity and appropriate privacy, to maintain the dignity of the individual. All individuals involved in the committee reviewing the grievances are expected to maintain privacy/confidentiality of a student/staff personal/professional records, in advent of a grievance.
- iii. The remedies and sanctions available through this process are determined by the authority of the relevant level of review, specifically by the Grievance Redressal Committee members, the academic department, and the Principal of the College.
- iv. The Grievance Redressal Committee is empowered to deal with the Grievances of all students and staff members of the College, whether registered online or received offline. The committee may even take the suo-motu notice and proceed further for its Redressal.


**Grievance Redressal Procedure:**

- i. If a student/staff faces an issue/grievance, whether behavioural or academic in nature, he/she should at first report the same at the Online Grievance Redressal Portal available on the College website. He/she can also personally consult his/her Peer Groups/CR/Faculty Mentors/Subject Teachers/Class Advisors/ Members of

the Grievance Redressal Committee/Principal/Parents, etc. with whomsoever, he/she feel comfortable, regarding the same. The concerned person, who has been contacted by the student/staff having grievance/issues, may also be the potential source of nomination for Redressal of the grievances by the committee.

- ii. The concerned person should discuss the matter with the members of the Grievance Redressal Committee and may request for convening an official meeting for Grievance Redressal.
- iii. The Grievance Redressal Committee members, approached by the student/staff is required, may undertake the ground work by gathering background information regarding the Grievance submitted by personal consultation with concerned Peer Groups/CR/Faculty Mentors/Subject Teachers/Class Advisors/Members of the Grievance Redressal Committee/Principal/Parents, etc., to facilitate the grievance redressal process through the meeting, in a better and practical manner.
- iv. For high priority and sensitive issues, the Committee should call for an emergency meeting. However, low priority issues can be set as agenda items in the forthcoming meetings of the Grievance Redressal Committee.
- v. In case, the issue is of highly sensitive in nature and the person is facing serious circumstances like clinical depression, etc., an immediate personal counselling session is to be fixed with the Professional Student Counsellor of the College, available on Record. In case of advance complications, immediate appointments can be fixed with a practicing psychologist/psychiatrist, under information to the parents.

The Principal of the college shall be the first Appellate Authority against the decision of the Grievance Redressal Committee and thereafter student/staff will be free to approach the Grievance Redressal Committee of the University for further appeal, if required.

  
Executive Member

  
Principal