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**OFFICE OF THE DIRECTOR  
DISTANCE AND ONLINE EDUCATION  
KALINGA INSTITUTE OF INDUSTRIAL TECHNOLOGY  
DEEMED TO BE UNIVERSITY, BHUBANESWAR**

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# 1. Grievance Redressal

## 1.1 Introduction

Kalinga Institute of Industrial Technology (KIIT), Deemed to be University is committed to providing a safe, fair and harmonious learning and work environment. KIIT University has drafted its own zero tolerance policy for curbing the menace of ragging, harassment, and any kind of complaints with consonance of rules and regulations provided by UGC, AICTE & Higher Education. Grievance Redressal committee was set up at KIIT University in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) for handling day-to-day grievances. All students / staff in our university have access to the Grievance Redressal Cell to voice their concerns about academic matters, financial matters, health services, the library and other central services related to physical or mental harassment, grievance regarding ragging, sexual harassment complaints regarding class room teaching, class room management, completion of syllabus, teaching methodology, infrastructure maintenance and up-gradation, etc. The University strictly follows zero tolerance policy against Ragging, Sexual Harassment.

Grievance Redressal Committee facilitates the resolution of grievances in a fair and impartial manner, maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Committee to submit his/her grievance in writing or electronically via the Grievance Form available on the University website. An effective complaint management mechanism improves stakeholder relationships and satisfaction.

KIIT University has a **three-tier system** in place to resolve student / staff grievances both on and off campus.

- **Class Level-** In the Monthly Mentoring system the Mentor (Faculty) deal with the problems of our students.
- **School Level-** The Department Heads and senior teachers solve the students' problems.
- **University Level-** The Grievance Redressal Cell, which reports to the Director, resolves our students' problems.

## **1.2 Policies**

- The vision and mission of the University is inextricably linked to strong principles and ethics.
- The management and the University guarantee a strong redressal mechanism for student / staff grievances.
- As mandated by the government, a three-tier grievance mechanism is in place to resolve any academic or administrative complaints.
- The University's code of conduct applies to all students / staff.
- Our university has a zero-tolerance policy for any form of ragging or sexual harassment.
- Our university strictly adheres to all norms against sexual harassment, ragging, and other offences as issued from time to time by the state and federal governments.
- Abuse on social networking sites will be severely punished.
- Any offence discovered through CCTV surveillance is punishable.
- Anyone found in an incriminating situation, both on and off campus, will be reprimanded and counselled.
- Anyone who violate the code of conduct will be given a fair hearing at the University level.
- The University does not tolerate ragging or sexual harassment.

## **1.3 Objectives of Grievance Redressal Cell**

The Grievance Redressal Cell is formed to provide responsive, accountable and easily accessible machinery for settlement of grievances and to take measures in the University undertakings to ensure expeditious settlement of grievances of Students and Staff in order to maintain a harmonious educational atmosphere in the University. The objective of this cell is to deal with the complex situations in a tactful manner to lessen the condition felt to be oppressive or dissatisfied. The University encourages the Students and the Staff to express their grievances / problems freely and frankly, without any fear of being victimized. The intention of formulating this cell is to support, those who have been deprived of the services offered by the University, for which he/she is entitled and also to develop an organizational framework to resolve grievances of students and other stakeholders.

## **1.4 Mechanism of Grievance Redressal Cell**

- The Decisions are made considering the existing rules and regulations and expected students conduct aspects. In case the grievance is not acceptable legally, the student is counselled.
- The University Level Committee shall consider the appeal of the student and make appropriate recommendations to the Registrar within a reasonable time, preferably within 15 days. On approval by the Registrar, the final decision shall be communicated to the student through the Director Student Affairs.
- The University Level Committee, if needed, may recommend to the Director Counselling Cell, necessary corrective action as it may deem fit, to ensure avoidance of recurrence of similar grievance at any of the Schools under the University.

While dealing with the complaint, the Committee at all levels shall observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance at any level, the relevant provisions of the Act/Regulations would be kept in mind and no such order would be passed in contradiction of the same.

### **1.5 Procedure / Modes of Complaints**

The setting of the Grievance Redressal Committee for students will be widely published. The students may feel free to put up a grievance in the format attached and drop it in the boxes placed at conspicuous locations. The GRC will act upon those cases which have been forwarded along with the necessary documents. The GRC will take up only those matters which have not been solved by the different departments. Grievances related to fees etc. will be taken up only if the relevant financial documents like demand drafts etc. are attached. The Committee is requested to contribute effectively to dispose the grievances at the earliest.

The institute has provided the easiest way possible to file any grievance of the student / staff. The University has provided online mode as well as Offline mode to the student / staff.

#### **1.5.1 Online Mode:**

University has an exclusive dedicated column on official site where anyone can file their grievance then the application is transferred to the dedicated committee.

- <https://kiit.ac.in/grievance/>
- [grievance.psp@kiit.ac.in](mailto:grievance.psp@kiit.ac.in)

### **1.6 Constitution of Grievance Redressal Cell**

In order to comply with the AICTE Regulation for addressing, student or Parent's grievance in a Technical Institution, "Grievance Redressal Committee" of KIIT Deemed to be University has been constituted with following Staff in different positions to enquire the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same.

|       |                                                                                                                                                                |          |
|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| (i)   | Emeritus Prof. & Chairman, PG Pro                                                                                                                              | Chairman |
| (ii)  | One Professor                                                                                                                                                  | Member   |
| (iii) | One Assoc. Professor                                                                                                                                           | Member   |
| (iv)  | Head of Department                                                                                                                                             | Member   |
| (v)   | A student representative of the school where the Special Grievance has occurred to be nominated, based on the invitee academic merit, by the concerned school. |          |

#### **1.6.1 It is functioning according to the following UGC norms.**

1. All complaints are first addressed by Grievance Committee whose composition is as follows:
  - i. The Head of the University- Chairperson
  - ii. Senior faculty members nominated by the Head of the University.
  - iii. One Student representative nominated by the Head of the University.
2. The tenure of the members shall be two years.
3. The quorum for the meeting shall be two.
4. The committee shall send the report and recommendations to the Vice-Chancellor of the University within a period of 15 days of receipt of the complaint.

#### **1.6.2 Exclusions**

The Grievance Redressal Committee shall not entertain the following issues:

- Decisions with regard to award of scholarship, fee concessions, medals, etc.
- Decisions made by the University with regard to disciplinary matters and misconduct.
- Decisions of the University about admissions in any courses offered by the Institute.
- Decisions by the competent authority on assessment and examination result.

## 2. Complaint Form

Parents, Students, Staff and Public can register their grievance in the PSP cell mail I'd which is [grievance.psp@kiit.ac.in](mailto:grievance.psp@kiit.ac.in), for redressal of their individual cases.

You can use the form below send us your grievance.

Name

Email ID

Mobile

Student Roll Number. (if Applicable)

Employee ID. (if Applicable)

Subject

Description

[anr\_nocaptcha g-recaptcha-response]

SEND