

5.1.5 The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases

Resolving grievances of all the stakeholder namely, students, parents, and employees, is the highest priority of management at Techno India NJR Institute of Technology. This policy not only helps eliminating resentment but also provides harmonious environment where teaching, learning and research activities can be carried out to the fullest.

To resolve and dispose of various grievances, Techno India NJR has constituted several committees as per the guidelines of regulatory/statutory bodies to redress different types of grievances. The various committees are

1. The Internal Complaint Committee (ICC) is constituted as per the provisions of section 4 of All India Council for Technical Education (Gender Sensitization, Prevention and Prohibition of Sexual Harassment of Women Employees and Students and Redressal of Grievances in Technical Institutions) Regulations, 2016 vide No. F. AICTE/ WH/ 2016/01 dated on 10th June 2016.
2. Establishment of Grievance Redressal Committee in the Institution (As per All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulations, 2012, F. No. 37-3/ Legal 112012, dated 25.05.2012)
3. Establishment of Anti Ragging Committee (As per All India Council for Technical Education notified Regulation for prevention and prohibition of ragging in AICTE approved Technical Institutions vide No. 37-3/ Legal/ AICTE/ 2009 dated 01.07.2009)
4. Establishment of Committee for SC/ ST (As per the Scheduled Castes and the Scheduled Tribes (Prevention of Atrocities) Act, 1989, No. 33 OF 1989, dated 11.09.1989)

The purpose for various grievance redressal committees is:

- To ensure a democratic environment in the campus,
- To solve the various personal and professional grievances of all the stake holders
- To provide harmonious working and learning environment for everybody,
- To ensure the qualitative as well as quantitative development of institution

Anyone with a genuine grievance may submit his or her grievance

- (i) To any of the committee members of the relevant committee
- (ii) Submit online grievance redressal form available on the institute website at

<http://technonjr.org/grievance-redressal/>

(iii) In the grievance box

Procedure for redressal of grievances:

- i) Upon receipt of a grievance, it shall be forwarded to concerned committee
- ii) The convenor/chairperson of the concerned committee should convene a meeting of the committee within a week to discuss the grievance and prepare a plan of action
- iii) Hearing with complainant and clarification from concerned should be taken
- iv) After due deliberation a decision should be reached and communicated to all the concerned.
- v) In any case, the grievance should be resolved within a month.

For Techno India NJR Institute of Technology
पंकज पोरवाल
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