



DADI INSTITUTE OF ENGINEERING & TECHNOLOGY **(AN AUTONOMOUS INSTITUTE)**

(Approved by AICTE., New Delhi & Permanently Affiliated to JNTUGV, Vizianagaram)

NAAC Accredited with 'A' Grade and Inclusion u/s 2(f) & 12(B) of UGC Act

An ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Certified Institute.

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Grievance & Redressal Policy

As per the directions of AICTE and Gazette of India, the Grievance Redressal Cell has been formed to address the grievances, complaints, malpractices and problems of students/ Staff (Teaching & Non-Teaching) of DIET.

This cell aims to provide students/ Staff (Teaching & Non-teaching) with a platform where they can share their academic related and other miscellaneous problems and seek the best advice. The cell ensures at the end that all the stakeholders should be satisfied and happy during the stay at DIET.

A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students/staff (Teaching & Non-teaching) of the College with the following objectives:

- To ensure a fair, impartial and consistent way for redressal of various issues faced by the stakeholders.
- To uphold the sanctity of the college by promoting good relationship amongst students and also a good professional relationship between students and staff (both teaching and non-teaching) and also amongst staffs.
- To ensure that grievances are addressed and resolved promptly and in complete confidentiality.
- To ensure that the views of grievant and respondent are respected and that any party to a grievance is not discriminated or victimized.
- To ensure stakeholders to respect the rights and dignity of one another.

- The institute has been constituted grievance redressal cell also for faculty /staff members. The grievance redressal committee constituted during 2022-24 excluding student members shall be act as grievance redressal committee for faculty/staff members

There is a Grievance Redressal Committees at the Department & central level to deal with the grievances of the students and staff (Teaching & non-teaching). Department Grievance Redressal Committee consist of:

- Head of the Department – Chairman and principal
- Up to 3 (three) faculty members to be nominated by the Head of Department

B). Grievance Redressal Cell Process

- Any Person raising a request should register the grievance/ complaint through the grievance redressal portal link.
- The grievance will immediately go to the concerned HOD who needs to acknowledge the receipt of the grievance within 24 hrs. Via Portal.
- HOD needs to consult the matter with departmental Grievance members and then provide (1) Necessary solution, (2) Invalid the matter, (3) comment if the same is not under the scope and forward to grievance cell. The time to revert by HOD is 15 days from receipt of the complaint.
- If the student/faculty/staff is not satisfied with the decision of the Department committee, he/she can submit an appeal to the Central Level Grievance Committee within four days from the date of the receipt of the reply from the Department Level Committee.
- If the Complaint is forwarded to the central grievance redressal cell, then the member secretary of the grievance committee will place the matter before the grievance committee members which shall either endorse the decision of the Department level committee or shall pass appropriate solution in the best possible manner.
- The GRC shall send its report with recommendations, if any, to the university and a copy thereof to the aggrieved faculty/ staff/ student, within 72 hours from the date of receipt of the complaint.

- In case faculty/staff/student is not satisfied with the decision of the Grievance Redressal Committee, they may appeal to the university for redressal of their grievance. The university level GRC shall address such grievances and settle the matter at the university level.
- While dealing with the complaint, the committee at all levels will observe the 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 should be kept in mind and no such order should be passed in contradiction of the same.

C). GRIEVANCE REDRESSAL COMMITTEE

The Institute has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment.

Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing and keep in grievance box. Grievances may also be sent through e-mail to the Coordinator of Grievance Redressal Committee.

Objective:-

The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the Institute with the following objectives:

Upholding the dignity of the Institute by ensuring strife free atmosphere in the Institute through promoting cordial Student-Student relationship and Student teacher relationship etc.

- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box have been installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the Institute.
- Advising Students of the Institute to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.

- Advising All the Students to refrain from inciting Students against other Students, teachers and Institute administration
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

Scope:-

The Committee deals with Grievances received in writing from the students about any of the following matters:-

Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.

Financial Matters: Related to dues and payments for various items from library, hostels etc,

Other Matters : Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport etc.,

Functions:-

The cases are attended promptly on receipt of written grievances from the students. The Committee formally meets to review all cases, prepares a statistical reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure:-

The setting of the Grievance Redressal Committee for students will be widely Published and be kept in Institute's website.

The students may feel free to put up a grievance in the format attached and drop it in boxes placed at conspicuous locations. Student members are also included in Student Grievance Redressal committee from all years. Regular meetings are conducting with all the members including student members.

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.

In the case, the complainant not satisfied with the decision of the Committee, they may send their appeals to the "OMBUDSMAN" appointed by the Affiliating University. The OMBUDSMAN will fix a date for hearing the Complainant which shall be communicated to the Institute and the aggrieved person. The Institution shall comply with the order of the ombudsman. Any order of the OMBUDSMAN not complied with by the Institution, will be reported to AICTE for appropriate action. In case of any false/frivolous Complaint, the ombudsman may order appropriate action against Complaint.

Grievance Redressal Committee

S.No	Name of the Committee members	Designation	Department	Contact details
1	Dr.K.S.Eswara Rao, Presiding Officer	Professor	H&BS	9247178372
2	Mr. P.Lakshmi Narayana, Convener	Asst. Professor	CIVIL	7780551468
3	Mrs.Alfani jose, Member	Asst. Professor	EEE	9949342937
4	Mrs. K.U.V Padma, Member	Asst. Professor	CSE	9290628773
5	Mr. Y.Someswar Rao, Member	Asst. Professor	ECE	7032051280
6	Mrs. G.Chandrika, Member	Asst. Professor	CSDM	8466982039
7	Mrs. K.Hemaletha, Member	Asst. Professor	H&BS	8639106604
8	Dr. M.R.L. Gopal, OMBUDSMAN	Rtd Professor,	Geo-Physics,AU	9247296912
9	P.Bhavana	Student, III year	CSE	9381802979
10	P.Badri Prakash	Student,III Year	ECE	8463982004
11	K.Kavya Sri	Student, II year	EEE	7036321095
12	K.sarvansri	Student, III year	CSDM	9989262726
13	P.Mohitha	Student, III year	CIVIL	8639360355
14	R.Tapaswi	Student, II year	CSE	8179813585




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