



VIDYA VIHAR INSTITUTE OF TECHNOLOGY

BIADA INDUSTRIAL GROWTH CENTRE MARANGA, NH-31, PURNIA

Degree Level Engineering College, Affiliated to Bihar Engineering University and Aryabhata Knowledge University, Patna; Approved by AICTE, New Delhi

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GRIEVANCES CELL

Policy for Grievances Cell of Vidya Vihar Institute of Technology

Structure and Reporting:

- a. The Grievances Cell of Vidya Vihar Institute of Technology shall consist of designated members who report directly to the Secretary of the institute.
- b. The Secretary is the sole authority of the Grievances Cell and holds the highest decision-making power.
- c. All members of the Grievances Cell shall report their findings, recommendations, and actions exclusively to the Secretary. No other authority or individual within the institute has the power to interfere in the functioning of the Grievances Cell.

Public Grievances Officer:

- a. A designated Public Grievances Officer shall be appointed to handle public grievances.
- b. The Public Grievances Officer shall be responsible for addressing and resolving grievances brought forth by the public, including students, faculty, staff, or any other stakeholders.
- c. The Public Grievances Officer's reporting structure shall be limited to the Secretary of the institute only.

Confidentiality:

- a. All reports and case files related to grievances received by the Grievances Cell shall be considered confidential.
- b. The members of the Grievances Cell are prohibited from sharing any details or information regarding the concerned reports with anyone outside the cell, except the Secretary.
- c. Only the Secretary has the authority to share the case files or disclose information from the case files, when deemed necessary for resolution or further investigation.

Independence:

- a. The Grievances Cell is an independent body within the institute, and its functioning shall be free from undue influence or interference.
- b. The Secretary serves as the first chairperson of the Grievances Cell, and the Grievances Officer holds the second chairperson position.

c. The Grievances Cell has the autonomy to review, investigate, and address grievances impartially, ensuring fairness and transparency.

Grievance Resolution Process:

- a. The Grievances Cell shall establish a well-defined process for receiving, reviewing, and resolving grievances.
- b. Grievances received shall be handled promptly and with the utmost professionalism, ensuring confidentiality and sensitivity.
- c. The Grievances Cell may conduct investigations, gather evidence, interview relevant parties, and take appropriate actions to resolve the grievances within a reasonable timeframe.

Communication:

- a. The Grievances Cell shall maintain clear and open channels of communication with individuals who have filed grievances, ensuring regular updates on the progress of their cases.
- b. The Grievances Cell shall maintain documentation of all communications and actions taken during the grievance resolution process.

Training and Awareness:

- a. Members of the Grievances Cell shall receive appropriate training on handling grievances, conflict resolution, and maintaining confidentiality.
- b. The Grievances Cell shall promote awareness of its existence, functions, and procedures among the institute's community through effective communication channels.

Review and Evaluation:

- a. The Grievances Cell's performance and effectiveness shall be periodically reviewed by the Secretary to ensure its efficient functioning.
- b. Feedback from individuals who have used the Grievances Cell's services shall be considered for continuous improvement and refinement of the grievance resolution process.

Policy Amendments:

This policy shall be subject to periodic review and may be amended or updated as necessary by the Secretary, in consultation with the Grievances Cell members, to ensure its relevance and effectiveness.

