



Bharath Institute of Higher Education and Research
(Deemed to be University)

Office of the Dean of Engineering,

Sree Balaji Institute of Science and Technology (SBIST),

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OFFICE ORDER

ESTABLISHMENT OF ONLINE GRIEVANCE REDRESSAL MECHANISM

(Institutional Grievance Redressal Mechanism – IGRM)

1. PREAMBLE

In compliance with the provisions contained in:

- AICTE Approval Process Handbook (Latest Edition)
- UGC (Redressal of Grievances of Students) Regulations, 2019
- Principles of Natural Justice, Institutional Accountability, and Good Governance

The Institution hereby establishes an **Online Grievance Redressal Mechanism (IGRM)** to ensure fair, impartial, transparent, confidential, and time-bound redressal of grievances of students, faculty, and staff.

The mechanism shall function as an institutional quasi-judicial body for internal grievance adjudication, without prejudice to statutory remedies available under applicable laws.

2. OBJECTIVES

The Online Grievance Redressal Mechanism is established with the following objectives:

1. To provide an accessible, structured, and technology-enabled platform for grievance submission and tracking.
2. To ensure transparency, fairness, and accountability in grievance handling.
3. To safeguard academic, administrative, and service rights of stakeholders.
4. To prevent discrimination, arbitrariness, victimization, and procedural irregularities.

5. To promote harmonious relationships among students, faculty, staff, and administration.
6. To provide an institutional remedy prior to escalation to external authorities such as the University Ombudsman or AICTE.

3. APPLICABILITY AND SCOPE

The Online Grievance Redressal Mechanism shall apply to:

- All Students (UG / PG / Research Scholars, if applicable)
- Teaching Faculty
- Non-Teaching / Administrative Staff

3.1 Nature of Grievances Covered

The mechanism shall entertain grievances relating to:

A. Academic Matters

- Curriculum delivery and completion of syllabus
- Mentoring and classroom management
- Assessment and evaluation
- Examination conduct and results
- Attendance-related concerns

B. Administrative Matters

- Infrastructure and facilities
- Basic amenities and sanitation
- Hostel and transport
- Admission procedures and eligibility issues
- Institutional services and administrative decisions

C. Financial Matters

- Fee-related issues
- Refund of fees
- Scholarship and financial assistance matters

D. Other Matters

- Harassment or unfair treatment not amounting to statutory offences
- Victimization

- Non-disciplinary service matters

3.2 Matters Outside Jurisdiction

The following matters shall be referred to appropriate statutory bodies:

- Sexual Harassment → Internal Complaints Committee (ICC)
- Ragging → Anti-Ragging Committee
- SC/ST related grievances → SC/ST Committee
- Formal misconduct proceedings → Disciplinary Committee

4. MODES OF ONLINE GRIEVANCE SUBMISSION

Grievances may be submitted through any of the following channels:

1. **Online Grievance Portal** (if available on institutional website)
2. **Institutional Email ID:** grievance@sbist.edu.in
3. **Written Complaint** addressed to:

The Chairperson
Grievance Redressal Committee
Sree Balaji Institute of Science and Technology
Dean's Office

4. **Suggestion / Complaint Box** (where available for anonymous submissions)

Anonymous complaints may be considered at the discretion of the Committee based on prima facie evidence.

5. GRIEVANCE REDRESSAL PROCEDURE

The grievance redressal process shall follow a structured and time-bound framework:

Step 1: Submission of Complaint

The complaint shall include:

- Name and contact details of the complainant
- Nature and details of grievance
- Date(s) of occurrence
- Supporting documentary evidence, if any

Incomplete complaints may be returned for clarification.

Step 2: Acknowledgement

- Acknowledgement shall be issued within **48 hours** of receipt.
- A grievance reference number shall be assigned for tracking.

Step 3: Preliminary Scrutiny

- The Committee shall determine admissibility and jurisdiction within **five (5) working days**.
- Frivolous or malicious complaints may be rejected with recorded reasons.

Step 4: Inquiry and Hearing

Where required, the Committee shall:

- Provide reasonable opportunity to both complainant and respondent to present their case.
- Allow submission of documentary evidence.
- Adhere strictly to principles of natural justice.
- Maintain written records of proceedings.
- Ensure confidentiality of all deliberations.

The inquiry shall ordinarily be completed within **7 to 15 working days**, extendable with recorded justification.

Step 5: Decision and Implementation

The Committee shall:

- Record findings with detailed reasoning.
- Recommend appropriate remedial measures.
- Submit the report to the Head of Institution for implementation.
- Communicate the decision formally to the complainant.

6. APPEAL MECHANISM

If the complainant is not satisfied with the decision of the Institutional Grievance Redressal Committee:

- An appeal may be filed before the **University Ombudsman** within the prescribed time period.
- Appeal shall be filed after exhausting institutional grievance remedies.
- The appeal must be supported by documentary evidence.

The decision of the Ombudsman shall be binding as per University / UGC regulations.

7. CONFIDENTIALITY AND NON-RETALIATION

1. All grievance proceedings shall remain strictly confidential.
2. No complainant, respondent, or witness shall be subjected to victimization or retaliation.
3. Any act of retaliation shall be treated as misconduct and attract disciplinary action.
4. Disclosure shall be limited only to regulatory or statutory requirements.

8. RECORD MAINTENANCE AND REPORTING

The Institution shall maintain:

- Grievance Register
- Minutes of GRC Meetings
- Action Taken Reports
- Annual Grievance Summary Report

These records shall be made available during:

- AICTE Inspections
- UGC Compliance Verification
- NAAC / NBA Accreditation Audits
- Governing Body Reviews

Periodic review shall be conducted to identify systemic gaps and implement corrective reforms.

9. MONITORING AND REVIEW

The effectiveness of the Online Grievance Redressal Mechanism shall be reviewed annually by:

- Head of Institution
- Governing Body / Trust

Necessary amendments shall be made in accordance with statutory updates.

10. REGULATORY COMPLIANCE DECLARATION

This Online Grievance Redressal Mechanism:

- Is established in strict conformity with UGC Regulations, 2019.
- Complies with AICTE Approval Process Handbook requirements.
- Is displayed on the institutional website under Mandatory Disclosure.
- Shall be updated from time to time as per statutory revisions.

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