



YUGANTAR EDUCATION SOCIETY'S

SHRI BALASAHEB TIRPUDE COLLEGE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

(Approved by AICTE, New Delhi, Govt. of India, Govt. of Maharashtra & RTM Nagpur University, Nagpur)

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AICTE Permanent Institute Id : 1-14318331 • DTE Institute Code : HM4219 • RTM NU College Code - 007 AISHE Code : C-18976

Grievance Redressal Mechanism

Shri Balasaheb Tirpude College of Hotel Management and Catering Technology, Nagpur has a Grievance Redressal Committee with the objective of preventing unfair practices. It is a mechanism to provide redressal of grievances to innocent and aggrieved students, as per the guidelines of AICTE Regulation-2019 and in exercise of the power conferred under Clause 1 of Section 23 of the All-India Council of Technical Education Act 1987 (52 of 1987). The functions of the Committee are to look into the complaints lodged by any student and to resolve the grievance through single window. Students should submit his/her grievance in proper format. Grievance shall be redressed in systematic way by involving the respective department/ person connected to that issue.

Objectives

Objectives of Grievance Redressal Committee are:

- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- To take prompt action for the redressal of the grievance.
- To make the redressal process fair and impartial with prior through appropriate action.

Nature of grievances can be as follows:

1. Academic
2. Administrative Decisions and Service or Facilities
3. Unfair treatment
4. Harassment or Discrimination

In case of any grievance of the student, the complaint will be recorded on priority basis. The recorded grievance will be forwarded to the concerned Department/ Committee/Person to collect the information regarding the grievance.

The stipulated time will be provided to the concerned Department/ Committee/Person to answer and the solution will be provided within a time frame which will depend on the severity of the problem.

The committee will keep track on the status of grievance process periodically till the solution. At the end of stipulated time a report/ solution will be collected from the concerned department/ committee/person.

If the grievance is resolved to the expected level of satisfaction, the student/ parent is supplied with solution provided by the department/ committee/person.

If the grievance is not resolved to the expected level of satisfaction, a detailed report stating the reasons for not arriving to the expected solution will be collected.

In case, the grievance is not resolved in provided time, the time required will be re-scheduled appropriately after looking into the details and the same will be acknowledged to the student/ parent. Escalate grievance/ complaints will be informed to the higher management if any case, the grievance/ complaint could not be handled by the department/ committee/person.

Students can resolve their grievances/ complaints by contacting the Grievance Redressal Committee.

A. Anand

OFFICIATING PRINCIPAL
Shri Balasaheb Tirpude
College of Hotel Management
& Catering Technology, Nagpur

