



EAST POINT COLLEGE OF ENGINEERING & TECHNOLOGY

*Approved by All India Council for Technical Education (AICTE), New Delhi.
UG programs Accredited by National Board of Accreditation (NBA): CSE, ECE & ISE
Affiliated to Visvesvaraya Technological University (VTU) Belagavi, Recognized by Govt. of Karnataka*

Institutional Grievance Policy

The institute has well defined Grievance Redressal Policy to address any kind of grievance. Various committees like Women's cell, Internal complaint committee, Anti-ragging committee, SC/ST Grievance redressal committee are formed under an umbrella of Grievance Redressal Committee (GRC) for taking appropriate action against any grievance.

Grievance Redressal Mechanism (GRM):

Grievance Redressal is a management- and governance-related process adopted in Institute. The term "Grievance Redressal" primarily covers the receipt and processing of complaints from stakeholders, a wider definition includes actions taken on any issue raised by them to function as per their roles more effectively. The institute has a Grievance Redressal Committee, which takes care of any kind of Grievance occurring in the organization.

The effectiveness of implementation of a Grievance Redressal Mechanism (GRM) can be calculated with the following parameters:

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Jnana Prabha Campus
147 Bidarahalli
Virgo Nagar Post
Bengaluru 560 049
Karnataka, India.

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- Count of cases received
- Nature of cases received
- Time taken for corrective action
- Escalations required
- Confirmations & rejections after completion
- Repeat nature of grievances

Process:

Input acceptance: Faculty member's/ staff members and students may convey their grievance to the organization through online mechanism available on institute's website They may also submit their grievances through feedback forms, emails or in person to the Grievance Redressal Committee.

Anonymity: Complainants are often reluctant to report grievances that target individual faculty or staff members of the organization. To avoid such issues, the committee assures that Complainant identity will be hidden from others, and preferably from everyone.

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Work Flow:

The objective of this cell is to deal with redress of grievance. The aggrieved individuals (Faculty/staff/students) shall indicate the details of his/her grievance and the same to the principal, who in turn will refer the same to the concern redressal committee. The grievance of the individual will be given fair and reasonable opportunity to be heard in detail before the chairman and other members of the concerned committee in a peaceful and conciliatory environment depending upon the issue if need to be, appropriate evidence in the form of a material evidence or personal witness may be introduced by the aggrieved person. The coordinator of the committee, in constitution with the member(s) will submit the report to the principal at the earliest possible time. The principal in turn, depending upon nature, magnitude and jurisdiction of the issue, will arrange for the appropriate and early measure of redressal of grievance, under the management and same will be communicated to the 'aggrieved person'. All the proceeding, of the Grievance Mechanism will be suitably documented and recorded.

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Composition of GRC:(2023-2024)

Sl.No.	Name	Role	Department	Designation
1.	Dr Mrityunjaya V Latte	Chairperson	ECE	Principal, EPCET
2.	Dr.Yogesh G S	Member	ECE	Vice Principal, EPCET
3.	Dr.Maruthi G	Member-Convener	Physics	Professor & Head
4.	Prof. Kemparaju N	Member	ISE	Professor & Head
5.	Dr.Sahadeva G N	Member	ME	Professor & Head
6.	Dr.Manimozhi I	Member	CSE	Professor & Head
7.	Dr.Nagaraj Sitaram	Member	Civil	Professor & Head
8.	Prof.Nithyananda	Member	CSE	Asst.Professor
9	Dr.Anitha R	Member	Civil	Assoc.Professor
10	Dr.Nanda Ashwin	Member	IOT	Professor & Head.
11	Prof. Rajani V Akki	Member	Civil	Asst.Professor

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Terms of Reference of the Grievance Redressal Committee:

Any employee of the college could address his/her grievance in writing to the Chairperson of the Committee.

The grievance could be arising out of policy matters or personal reasons. Whenever an employee wishes to put forth any claim or seeks redress of any grievance or of any wrong, which he deemed having been done to him, he must forward his case through proper channel, and shall not forward such advance copies of his application to any higher authority, unless the lower authority has rejected the claim, or refused relief. or the disposal of the matter is delayed by more than three months.

- No employee shall be a signatory to any joint representation addressed to the authorities for redress of any grievance or for any other matter.
- The committee shall call for meeting within a week of receiving any grievance and submit its recommendations to the Chairperson within a fortnight of having received a grievance.
- The process could be expedited at the discretion of the Chairperson of committee if the grievance be of such a nature which may need immediate attention.

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- Three members of the committee, present in person, shall constitute a quorum at any meeting of the committee.
- If the complaint is against any member of the committee at above, he /she shall not form the quorum of that committee in which his / her case is being heard of and decided.
- In such a case, the senior most person on the committee will co-opt another suitable member with the permission of Principal to have the quorum of three members on the committee.
- The decision of the Principal will be final.

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FLOW CHART FOR GRIEVANCE REDRESSAL MECHANISM:

GRIEVANCE REDRESSAL

Grievance Redressal Committee

Anti-Ragging Committee

Anti-Sexual harassment Committee

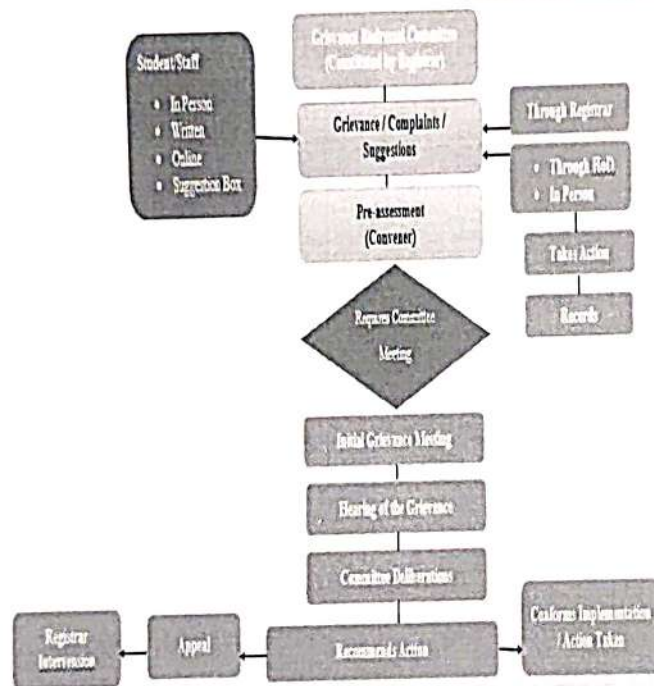


Figure: Anti-sexual Harassment and Anti-Ragging Grievance process

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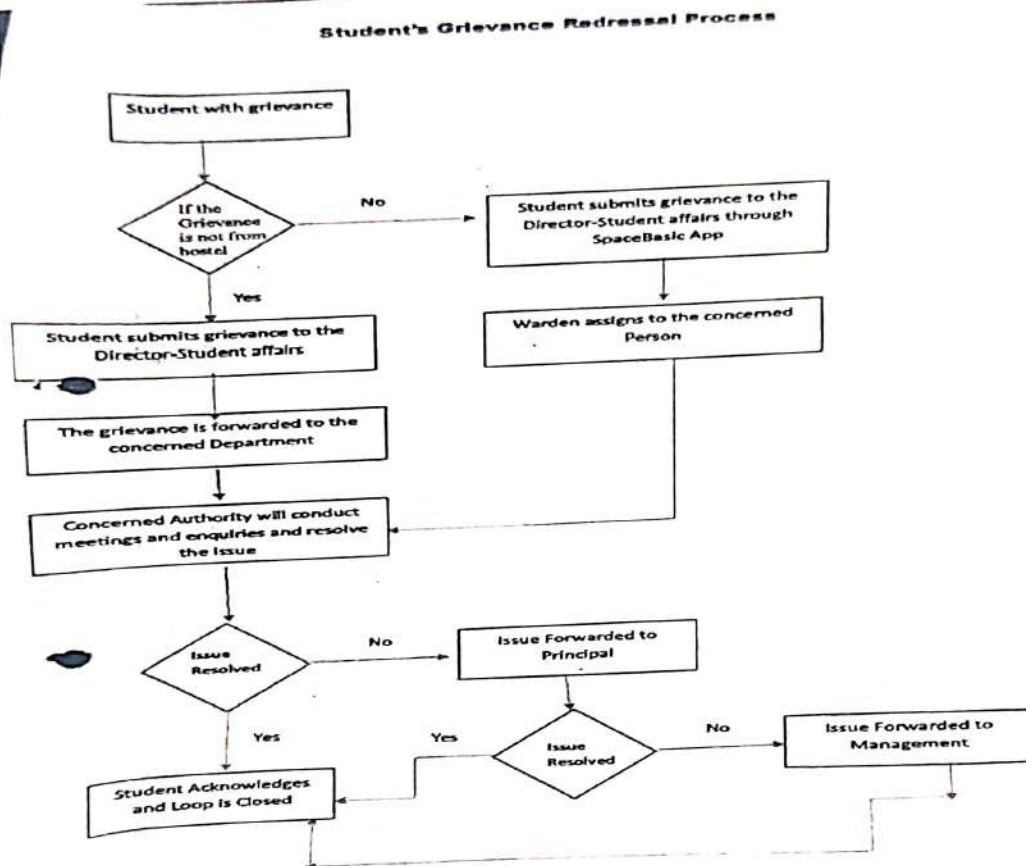


Figure: Students Grievance Redressal Process Steps

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Grievance resolution:

Efficiently addressing grievances is vital for maintaining a positive environment within the institution. Swift resolution promotes trust and enhances overall satisfaction among students, fostering a conducive learning atmosphere. Clear communication and fair processes are key to effectively addressing and resolving student grievances.



N. elte

Principal

PRINCIPAL

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