



# **Don Bosco Institute of Technology**

## **Grievance Redressal Committee (2019 – 20)**

### **Committee Members:**

1. Cleto Pereira (Mechanical - Convenor)
2. Sandeep Sabnis (Mechanical)
3. Anagha Shastri (Information Technology)
4. Aparna Telgote (EXTC)
5. Mayura Gavhane (Computer Engg.)
6. Anice Mathew (Basic Science & Humanities)

### **Objectives of the Committee:**

- To provide an easily accessible mechanism for settlement of grievances of Students

### **Scope:**

- The Grievance Redressal Committee shall consider grievances raised by the concerned aggrieved student/s of DBIT.
- Grievances includes student grievance matters relating to harassment, discrimination, abuse, physical assault etc. from any fellow student, teaching and non-teaching staff and contractors at DBIT Campus.
- After receiving any application, the Committee will decide on the merit of case, further line of action.

### **Mode of Operation:**

- The Grievance Committee will meet atleast twice in a semester. However, if necessary, it may meet more frequently at the instance of the Chairman or at the request of the other members to discuss the various issues received.
- At least three members of the Grievance Committee shall be present in a meeting.

- If a member of the Grievance Committee is connected with the grievance of the aggrieved student, the concerned member of the Grievance Committee shall not participate in the deliberations regarding that individual's case

### **Action Plan:**

- The aggrieved student/s shall submit his/her/their petition in writing to Grievance Redressal Committee (only if the grievance is not been resolved by HOD) by any one of the procedures mentioned below:
  - The student/s will be able to write a petition -
    - i) Through an email to the GRC on [grievance.dbit@dbclmumbai.org](mailto:grievance.dbit@dbclmumbai.org)
    - ii) On the grievance form available with the Grievance box kept in the 'Campus Ministry and Counseling Department' on the 2nd floor, 'A' wing (besides 'Bosco Hall').
    - iii) On the grievance form available through the DBIT website <https://www.dbit.in/index.php/grievance-form-2/student-grievance-form>
- The committee shall study the petition and discuss further actions required to be taken. GRC will appoint a sub-committee/investigating member for the fact finding of the grievance related to the petition received.
- The sub-committee/investigating member will interview and discuss with the those concerned and submit its report to the GRC within two weeks.
- The Grievance Redressal Committee may mediate between the complainant and defendant against whom the complaint has been made, if required.
- In case through the investigation, it is proved that the complainant is genuine and the defendant is at fault the GRC will suggest remedial actions. (In case of a very serious fault the GRC may even recommend legal action.)
- In case of false and frivolous complaint (if proved), the Grievance Redressal Committee will recommend to the Principal to take appropriate action against the complainant