

## The Grievance Cell of IIT Palakkad

### 1. Purpose

The grievance cell of IIT Palakkad was constituted to provide a safe, unbiased and congruous environment for the students at the institute. The grievance cell will promptly analyze the nonacademic complaints by checking the facts through relevant sources and ensures speedy disposal of every grievance, and forward the grievance to the respective department/office/individual (dealing with the principal function linked with the grievance) requesting them to enquire into the grievance and redress within a specified period.

### 2. The objectives and responsibilities

- To receive, and to take appropriate prompt actions and measures on the non-academic grievances of the students of IIT Palakkad in a confidential manner.
- To ensure an impartial and reliable mechanism for redressal of varied non-academic issues faced by the students.
- To encourage cordial relationships among the students, between students and the faculty/staff and thus providing a harmonious learning and working environment.
- To nurture the characters of accountability and receptivity among the students and to support their personality development.
- To provide special inputs to the heads of various sections of the institute in the areas where the students experience difficulties.

### 3. Scope

A “Grievance” refers to any communication or complaint that expresses discontent on a particular act, unsatisfactory services, lack of action on a particular matter in the institute and asks for remedial action. The non-academic grievances include harassment, discrimination, discipline matters, student conduct, violation of the rules, living condition in the campus (drinking water, sanitation and hygiene, general maintenance, Wi-Fi or internet connectivity, medical services and ambulance), safety and security, emergency services, insurance claims, transport and other issues.

#### 4. Grievance Cell

E-mail: [mydost@iitpkd.ac.in](mailto:mydost@iitpkd.ac.in)

*Chairperson*

Dr. Sahely Bhadra/Warden Hostels 3 & 4

*Members*

Dr. Hari Vansh Rai Mittal/Warden Hostels 1, 2 & 5

Dr. Amit Kumar Pal/Warden Tilang B, Brindavani & Bageshri

Dr. Koninika Pal/Warden Tilang A

#### 5. Standard operating procedures (SOPs)

- The cell will consider only the formal grievances. Students may represent their grievances directly or through the student representatives via email at [mydost@iitpkd.ac.in](mailto:mydost@iitpkd.ac.in).
- The grievance cell acknowledges the receipt of each grievance complaint immediately.
- Depending on the nature of grievances, the cell may transfer the complaints to more appropriate committees/sections to address them, not exceeding 7 days from the receipt of grievance complaint.
- Grievance cell shall coordinate, monitor and ensure redressal within a month. Depending upon the seriousness of grievance, the cell will follow them up regularly till their final disposal.
- Once the cell feels satisfied with the resolution provided by the respective department/office/individual, then it will intimate the same to the student. Once the student accepts the resolution at this level, then the matter is deemed closed.
- In case, if the complaint is not solved within the specified period, the grievance cell may communicate the inaction of the concerned dept/section/people to the Head of the Departments or sections/Dean (Student Affairs)/the Director with a recommendation to act.
- The cell shall also share broad details of the grievances received without confidential information and the status (resolved/pending/nature of the grievance...) periodically to the Dean (student affairs).

## 6. Roles and Responsibilities

### *Chairperson*

He/She is responsible to chair the meetings to address the grievance and liaise directly with the grievant, various sections of the institute, and to report the outcomes in a confidential and fair manner.

### *The members*

- Regularly attend and actively participate in the grievance cell meetings.
- Discuss and propose the actions for the submitted grievance.
- Evaluate final reports and outcomes.
- Maintain confidentiality of the documents and meetings deliberations.

## 7. General Guidelines

- **Timeframe:** The grievance cell should make prompt effort to ensure redressal/disposal of a grievance from the student within a month of the receipt of grievance complaint.
- **Quorum Requirements:** A quorum of three members (including the chairperson) must be present at a meeting in order to issue a valid advice and/or decision.
- **Prohibition against Retaliation:** Institute will strictly prohibit retaliation against any grievant, witness, or any other participant in the grievance redressal process by reason of such participation. Any concerns regarding the retaliation should be communicated to the grievance cell by the party via [mydost@iitpkd.ac.in](mailto:mydost@iitpkd.ac.in)
- **Alternative avenues for redressal of grievances:** Students may also try to resolve issues informally if such an option is possible.

## 8. Exclusions

The following complaints/grievances shall not be construed by the grievance cell for consideration and disposal.

- Anonymous complaints.
- Complaints concerning the institute and hostel/students section policy matters.
- Decisions on the award of hostel/mess concessions, socio-economic support via various schemes and others.
- Decisions made by the institute disciplinary committee.