

Lord Buddha Institute of Technology and Science College

Kota, Rajasthan

Grievance Redressal Cell

The institution has developed **GRIEVANCE REDRESSAL CELL (GRC)** in the campus to redress the complaints lodged by any stakeholder as per institutional rules and regulations. The stakeholders can state their grievance regarding any academic and non-academic issues within the campus online or by dropping their complaint in suggestion box put up in the campus. They have to mention their full contact details. The institution aims at solving the grievances of the stakeholders within stipulated time regarding academic or non-academic matter within the campus.

Objective of the cell

It has been established with the aim to maintain harmony and discipline in the campus, so as to settle the genuine problems of the students and other stakeholders, if any, within a reasonable time period of 7days.

The institution has constituted Grievance Redressal Cell as per the guidelines of the UGC (Grievance Redressal) Regulations, 2018:

S. No	Name	Designation
1.	Dr. Shivani Bhatnagar	Chairman
2.	Dr. Anshu Sharma	Member
3.	Mr. Hari Shankar Sharma	Member

Mechanism of the GRC-

1. The cell shall consider the complaints lodged by stakeholder individually.
2. The cell shall not consider any grievance of general applicability or of collective nature raised collectively by more than one stakeholder.
3. On receipt of the complaint the committee will decide to take-up the matter on its merit.
4. The cell may mediate between the complainant and the defendant against whom the complaint has been made.
5. The cell will submit its report to the Principal through IQAC.
6. The decision shall be communicated to the stakeholder immediately.