



JIET GROUP OF INSTITUTIONS

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JIET | JIETCOE | JIETDAT | JIHM | JIETCON

Prof. (Dr.) Manish Bafna
Registrar and Chief Proctor

JGI/REG/2020-21/165
Date: - May 11, 2021

CIRCULAR

GRIEVANCE REDRESSAL SYSTEM

Objective:

JGI Management has modified its grievance redressal system concerning all stakeholders including students, parents, alumni and faculty & staff members with effect from 10th May, 2021. The objective is to resolve each and every grievance as per JGI norms within a stipulated time period. It will also help in modifying existing policies for long term solutions.

Sharing feedback/ grievance/ complaint is a natural process of improving communication and quality. JGI believes in providing fair opportunity to all stakeholders. JGI Management will ensure that nobody gets harassed or put at disadvantage because of sharing the grievances.

Grievances communicated with intensions of maligning image of any individual, department or institution is not permitted. Giving a negative but matured feedback with logical justification will be entertained.

Categories of Grievances:

Grievances have been categorized in following categories:

- A. Administration and Administrative processes including Scholarships, Fees, Hostel, Transport, Facilities & Support services, Student Activities, Complaints related to behavior, harassment, ragging, misconduct and indiscipline.
- B. Academics and Academic processes including Examination, Evaluation, Teaching Learning Processes, Projects, Time Table, Academic Resources, Attendance.
- C. Internships, Trainings and Placements.
- D. Complaints related to Sexual/ Women harassment, issues related to Caste/ Categories.

Process:

- a) All Grievances/ Complaints will be communicated through official mail ID of JIET only. Complaints sent from other mail IDs will not be considered. The parents must communicate through official mail ID of their wards.
- b) All Grievance/Complaint will be sent to appropriate authority as per attached table with cc to his higher authority and bcc to sksinghi@poornima.org.
- c) All mails will be responded within two working days. Even if the grievance is not resolved, the authority will inform about progress through the mail and indicate a timeline for final redressal.
- d) If a grievance of any category has not been responded by the authority, the same can be escalated directly to sksinghi@poornima.org. Immediate steps to resolve the same will be taken.
- e) JGI does not accept any feedback on Whatsapp, message or any other social media and such feedback may not be replied. The authorities cannot be held responsible for not responding to such feedback. However exchange of information on mobile is permitted if authorities find it convenient to reply.



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Copy through mail to: - All Concerned.