

DEFENCE INSTITUTE OF ADVANCED TECHNOLOGY **(DEEMED UNIVERSITY)**

Mechanism for Students Grievances Redressal.

1. Introduction:

DIAT provides mechanism to students for redressal of their grievances with regard to their complaints on academic and non-academic matters, grievances related to assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by colleague students or teachers etc.

2. Objectives:

- To introduce a fair, impartial and consistent mechanism for redressal of various issue faced by the students/parents.
- To develop a responsive and accountable attitude among all stakeholders, there by maintaining a harmonious atmosphere in the DIAT campus
- To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason; and
- To ensure the grievances are resolved promptly, neutrally and in complete confidentially.
- To uphold the dignity of the DIAT by promoting cordial student-teacher relationship.

3. Mechanism:

Whenever in any matter, a student wishes to seek redress of a grievance; the proper course for him is to address his M Tech / MS by Research / Ph. D Co-ordinator of the Department or the concerned HoD (for departmental academic and administrative issues) or Warden/Chairman, PHMC (for hostel related matters) or Registrar (for Miscellaneous issues / Students Grievances Redressal), whosoever is competent to deal with the matter.

4. Student Grievance Redressal Committee:

There is a Student Grievance Redressal Committee at the Institute level to deal with the grievances of the students. The details of this committee are furnished below:

Sr. No	Name of Member	Description
1	Dean (SA)	Chairman (Ex-Officio)
2	Prof. P K Khanna	Member
3	Prof. S E Talole	Member
4	Prof. S N Kale	Member
5	Concerned HoD	Member (Ex-Officio)
6	Prof. K Balasubramanian	Member
7	Joint Registrar (Acad)	Secretary & Nodal Officer (Ex-Officio)

5. Functions:

- To receive complaints of students and redressal of grievances of students. The cases will be attended promptly on receipt of written grievances from the students.
- This committee will deal with all the Grievances directly which are related to the common problems at Institute level both academic and administrative. In addition, this committee will also entertain the appeal filed by the student against the decision of the HoD/Registrar/ Chairman, PHMC.
- The Committee will review all cases and will act accordingly.
- The Committee will give report to the authority about the cases attended and the number of pending cases, if any, which require direction and guidance from the higher authorities.

6. Procedure for Redressal of Grievances (RoG) is as under :

(a) An aggrieved student who has the Grievance or Grievances shall make an application first to the Programme Co-ordinator with a copy to the Jt Registrar (Acad). The Programme Co-ordinator, after verifying the facts will try to redress the grievance within a week of the receipt of application of the student. If the student is

not satisfied with the verdict or solution of the Programme Co-ordinator, then the same should be placed before the HoD for redressal.

(b) If the student is not satisfied with the redressal offered by the HoD/Registrar/Chairman, PHMC and feel that his/her Grievance is not redressed, he/she can submit an appeal to the Students Grievance redressal committee with the relevant details, with copy to the Dean (Student Affairs) and Jt Registrar (Acad) through the Programme Co-ordinator of his department.

(c) The Student Grievance Redressal Committee would consider the appeal of the student and make appropriate recommendations to the Vice Chancellor through Dean (SA) within a reasonable time, preferably within 15 days. On approval by the Vice Chancellor the final decision would be communicated to the student through the Registrar/Jt Registrar (Acad) of the Institute.

(d) The Student Grievance Redressal Committee, if needed, may recommend to the Vice Chancellor, necessary corrective action as it may deem fit, to ensure avoidance of recurrence of similar grievance.

(e) While dealing with the complaint, the committee at all levels would observe law of natural justice and hear the complainant and concerned officials.

(f) While passing an order on any Grievance at any level, the relevant provisions of all statutory regulations would be kept in mind and no such order would be passed in Contradiction of the same.

(g)The decision of Vice Chancellor DIAT, shall be final and binding on all students grievances related matters.
