



LATE BHAUSAHEB HIRAY S. S. TRUST'S INSTITUTE OF COMPUTER APPLICATION

ISO 9001:2015 CERTIFIED

S. No. 341, Next to New English School, Govt. Colony, Bandra (East), Mumbai 400 051.
Tel. 91-22-2657 0986 / 892 Telefax : 91-22-2657 3181 Website : www.hiray.edu.in E-mail : director@hiray.org.in

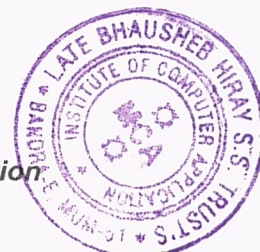
*LBH/ICA/253(H)/2021
07/09/2021*

Policy document

Policy Title: Grievance redressal Policy		
1.	Administrative Policy Number (APN): MCA/APN/14	Functional Area: functioning in redressal of certain grievances.
2.	Brief Description of the Policy:	Purpose: To meet timely redressal of grievances and concerns of students and faculties Audience: all stakeholders of the organization.
3.	Policy Applies to:	All academic, administrative, and managerial processes in the organization
4.	Effective from the Date:	30 th April 2020
5.	Approved by:	Core Committee
6.	Responsible Authority	IQAC Coordinator
7.	Superseding Authority	Dy. Director
8.	Last Reviewed/ Updated:	7 th September 2021
9.	Reason for the policy	To develop a responsible and receptive attitude amongst all stakeholders.
10.	References for the policy	Council of Architecture, Directorate of technical education

Introduction:

The institute has formed various committees such as, 'Mahila Takrar Nivaran Samiti', 'Anti-ragging squad', 'Right of information committee', 'Attendance committee', 'Grievance Redressal Committee', 'Building and construction committee', 'Reservation Cell'.





LATE BHAUSAHEB HIRAY S. S. TRUST'S INSTITUTE OF COMPUTER APPLICATION

ISO 9001:2015 CERTIFIED

S. No. 341, Next to New English School, Govt. Colony, Bandra (East), Mumbai 400 051.
Tel. 91-22-2657 0986 / 892 Telefax : 91-22-2657 3181 Website : www.hiray.edu.in E-mail : director@hiray.org.in

Policy document

Aim:

- To meet timely redressal of grievances and concerns of students of the institution as and when they arise.

Objectives:

- The main objective of the above-mentioned committees is to develop a responsible and receptive attitude among all the stakeholders so that a harmonious educational atmosphere is maintained in the college.
- To encourage the students to express their problems / grievances anonymously.
- Any kind of harassment, complaints regarding classroom management, classroom teaching, teaching methods, completion of syllabus etc., if and when they arise.

Rules:

- The committees deal with every genuine issue of students at the institute.
- All complainants should file their grievances either by writing to the committee or by filling up the form floated on the website of the institute.
- The committees will meet on the 1st Friday of every month and minutes of the meetings will be reported to the Principal.
- One may refer to the Directorate of Technical Education (DTE) Circular and University of Mumbai for more details regarding the grievance redressal process.

Prof. Vikram Patalbansi
Dy. Director
Late Bhausaheb Hiray S. S. Trust's
Institute of Computer Application

President
Late Bhausaheb Hiray S. S. Trust's
Institute of Computer Application

