



Global Group of Institutes

(Approved by AICTE, PCI and Affiliated to IKGPTU, Jalandhar)

Grievances Redressal Policy

Global Group of Institutes, Amritsar has created a mechanism for redressal of students' grievances related to academic and non-academic matters.

Objectives of Grievance and Redressal Committee

The purpose of Grievance and Redressal Committee (GRC) is to ensure a speedy response to and accountability of all concerned to the students of the institutes with zero tolerance. The objectives of GRC are as under-

- Maintaining harmonious student – student and faculty –student relationship.
- Creating an environment in which students can freely express their grievances without fear of discrimination or victimization .
- Counseling students to refrain provoking of their fellow students against faculty and staff of the institute.
- Although the anti-ragging committee are in place, the student may if he/she so wishes bring to the notice any incident of ragging through these committee shall ensure speedy action and protection of the student.

Scope of the grievances

Grievances may be related to any of the following matters:

- **Academic matters**-issues related to assessment, attendance, marks, and other examination related matters etc.
- **Financial matter**—issues related to charging of fees, scholarships and payments.
- **Administration matters**– issues related to infrastructure, basic amenities, sanitation, transport or victimization.
- **Harassment and ragging**- issues related to harassment and ragging of students.
- **Hostel related matters**- issues related to mess food, accommodation etc.

Grievance Receiving Mechanism-

Anyone with a genuine grievance may lodge their complaint to GRC along with



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necessary documents, if any. The grievance shall be reported by using any of the following modes:

- Writing a letter to “The Coordinator, Grievance Redressal Committee, Global Group of Institutes, Amritsar”.
- By direct approaching to the Coordinator of the committee.
- Through e-mail to info@globalinstitutes.org

Grievance Redressal Mechanism

- This committee is formed for all students, staff and faculty members of institutes.
- All students/members of staff are free to report their grievances of any sort in the grievance drop box installed at various places in the institutes.
- Complaint/suggestion boxes will be installed across the institute.
- All grievance boxes will be opened on Thursdays.
- All complaints shall be filled for record purpose.
- The name and identity of the complainant shall be kept anonymous and not disclosed to anyone except committee members.
- All received complaints shall be analyzed, compiled and forwarded to concerned departments for necessary action.
- The committee will meet on required basis.

Campus Director
Global Group of Institutes
Amritsar



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Anti Ragging Committee

Objectives of Anti Ragging Committee

Anti-Ragging Committee will be the supervisory committee in preserving a Culture of Ragging Free Environment in the institutes. The main objectives of this cell are as follows:

- To aware the students of dehumanizing effect of ragging inherent in its perversity.
- To keep a continuous watch and vigil over ragging so as to prevent its occurrence and recurrence.
- To promptly and stringently deal with the incidents of ragging brought to our notice.
- To generate an atmosphere of discipline by sending a clear message that no act of ragging shall be tolerated and any act of ragging shall not go unnoticed and unpunished.

Functions of Anti-Ragging committee

- To ensure compliance with the provision of these regulations and any law for the time being in force concerning ragging and to deal and act promptly with the incidents of ragging brought to its notice.
- To keep tabs on the happening of events related to, in campus or off- campus or other designed places in the premises.
- To conduct such enquiry observing a fair and transparent procedure and the principles of natural justice and after giving adequate opportunity to the student or students accused of ragging and other witness to place before it the facts, documents and views concerning the incident of ragging and considering such other relevant information as may be required.
- To monitor and observe in the functions and performance of the anti-ragging committee in prevention and curbing or ragging in the institution.
- To conduct on the spot enquiry into any incident of ragging referred to it by the head of the institution or any member of the faculty or any member of the staff or any student or any parent or guardian or any employee of a service provider or any other person, as The case may be: and the enquiry report along with recommendations shall be submitted to the anti-ragging committee for action.
- Also to monitor the welfare of fresh students outside the campus.



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- To be vigilant at all hours including at odd hours all around the campus and other places vulnerable to incidents of, and having the potential of ragging and shall be empowered to inspect such places.

Sexual Harassment Committee

Objectives of Sexual Harassment Committee:

- To develop guidelines and norms for policies against sexual harassment.
- To develop principles and procedures to combat sexual harassment.
- To work out details for the implementation these policies.
- To prepare a detailed plan of actions, both short and long term.
- To organize gender sensitization awareness program.
- To deal with cases of discrimination and sexual harassment in a time bound manner, aiming at ensuring support services to the victimized.

Functions of Sexual Harassment Committee:

- To promote awareness among students about gender justice and harmonious coexistence through campaigns and other awareness programs.
- To constitute panel / committee for redressal of grievances relating to sexual harassment.

Links:

Anti-Ragging Committee	https://www.globalinstitutes.edu.in/about/committees/anti-ragging-committee/
Sexual Harassment Committee	https://www.globalinstitutes.edu.in/about/committees/sexual-harassment-committee/
Grievance and Redressal Committee	https://www.globalinstitutes.edu.in/about/committees/grievance-and-redressal-cell/

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