



**BHARATI VIDYAPEETH'S**  
**INSTITUTE OF COMPUTER APPLICATIONS & MANAGEMENT**  
(Affiliated to Guru Gobind Singh Indraprastha University, Approved by AICTE, New Delhi)

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**OFFICE CIRCULAR**  
**(Constitution and Procedure for Grievances Redressal Committee)**  
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It is for the information of all the concerned that, as approved by the Students' Council in its 09<sup>th</sup> meeting dated 21-02-2018 and ratified by the Academic Council in its 62<sup>nd</sup> meeting dated 09-04-2018, the revised constitution of the **Grievances Redressal Committee** of Bharati Vidyapeeth's Institute of Computer Applications and Management (BVICAM), New Delhi, effective from 2018-2019 onwards, having 08 members, shall be as under:-

S. No.	Name	Eligibility Details	Appointing Agency	Position
1.	One Teacher of the Institute	Not below the rank of the Associate Professor	To be appointed by the Academic Council	Chairman
2.	One Teacher of the Institute	Not below the rank of the Assistant Professor	To be appointed by the Academic Council	Member
3.	One non-teaching staff of the Institute	Any clerical / computing staff	To be appointed by the Academic Council	Member
4.	Accountant of the Institute	Accountant, BVICAM	Ex-Officio	Member
5.	Three students of the Institute	Any 03 Class Representatives (CR)	To be elected by the Council of the Class Representatives of the Institute	Member
6.	One Teacher of the Institute	Not below the rank of the Assistant Professor	To be appointed by the Academic Council	Convener-cum-Member Secretary

**1.0 Preamble:**

The objective of the Grievances Redressal Committee is to ensure that the grievances/issues of any of the students/staffs are not left un-attended, in the consistent pursuit of academic excellence. This should ensure to have a team with enthusiastic and self motivated participants (staffs and students) by overall inclusion and active participation of every person (staffs and students). The committee will follow standard guidelines and procedures for its meetings and should adhere to the principles of natural justice in its proceedings and dispose of all the grievances, as expeditiously as possible, but not later than four weeks of its receipt. The Committee should meet at-least once



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every 03 months. The quorum of the meeting shall be 1/3 of the members (i.e. 03 members, in which one of three elected student member must be present in the meeting to form the quorum). The following procedure for the purpose of submission of Grievances and their Redressal shall be followed:-

### **2.0 Coverage:**

This procedure applies to grievances where any student/staff of Bharati Vidyapeeth's Institute of Computer Applications and Management (BVICAM), New Delhi, while acting in an official capacity and indulging in voluntary/in-voluntary actions like arbitrary actions, personal vendetta or personal grudges, etc. that directly affects the student/staff.

### **3.0 General Regulations:**

- 3.1 In initial phases, students/staff are encouraged, when possible and appropriate, to attempt to resolve the difficulty through discussion with the other person or persons involved. The student/staff is also encouraged to consult/interact with their Peer Groups / CR / Faculty Mentors / Subject Teachers / Faculty Class Coordinators / members of the Grievances Redressal Committee / Director / Parents, etc. with the aim of securing clarification and advice, when in dilemma, as they may be very vital sources of advice/guidance, right in the beginning.
- 3.2 Matters pertaining to both potential and actual grievance cases shall be handled with sensitivity and appropriate privacy, to maintain the dignity of the individual. All individuals involved in committees reviewing the grievances are expected to maintain the privacy/confidentiality of a students'/staffs' personal/professional records, in advent of a grievance.
- 3.3 The remedies and sanctions available through this process are determined by the authority of the relevant level of review, specifically the Grievance Redressal Committee members, the academic department, and the Director of the Institute.
- 3.4 The Grievances Redressal Committee is empowered to deal with the Grievances of all the Students and Staff Members of the Institute, whether registered online or received offline. The Committee may even take the suo-motu notice and proceed further for its Redressal.

### **4.0 Grievance Procedure:**

- 4.1 If a student/staff faces an issue/grievance, whether behavioural or academic in nature, he/she should at first report the same at the Online Grievance Redressal Portal available on the Institute's website. He/she can also personally consult his/her Peer Groups / CR / Faculty Mentors / Subject Teachers / Faculty Class Coordinators / members of the Grievances Redressal Committee / Director / Parents, etc. with whomsoever, he/she feel comfortable, regarding the same. The concerned person, who has been contacted by the student/staff having Grievances/Issues, may also be the potential source of nomination for Redressal of the Grievances by the Committee.



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- 4.2 The concerned person should discuss the matter with the members of the Grievances Redressal Committee and may request for convening an official meeting for Grievances Redressal.
- 4.3 The Grievances Redressal Committee Members, approached by the students/staffs, if required, may undertake the ground work by gathering background information regarding the Grievances submitted by personal consultation with concerned Peer Groups / CR / Faculty Mentors / Subject Teachers / Faculty Class Coordinators / members of the Grievances Redressal Committee / Director / Parents, etc., so as to facilitate the Grievances Redressal process through the meeting, in a better and practical manner.
- 4.4 For high priority and sensitive issues, the Committee should call for an Emergency Meeting. However, low priority issues can be set as agenda items in the forthcoming meetings of the Grievances Redressal Committee.
- 4.5 In case, the issue is of highly sensitive in nature and the person is facing serious circumstances like Clinical Depression, etc., an immediate personal counselling session to be fixed with the Professional Student Counsellor of the Institute, available on Record. In case of advance complications, immediate appointments can be fixed with a practicing psychologist/psychiatrist, under information to the parents.
- 4.6 Syndicate Room of the Institute is being designated as the Student Counselling Room and shall be used as the Venue for the same.
- 4.7 Based upon the final decision of the Grievance Redressal Committee, the Chairman of the Committee will update the Online Grievances Redressal portal.
- 4.8 The Director of the Institute shall be the first Appellate Authority against the decision of the Grievance Redressal Committee and thereafter staffs/students will be free to approach the Grievances Redressal Committee of the University for further appeal, if required.

**(Prof. M. N. Hoda)**  
Director, BVICAM