



# Birla Institute of Technology & Science, Pilani

BITS Pilani, Dubai Campus

بيتس بلاني، دبي كامبس

Ref No: BPDC/08-19/00/142

September 08, 2019

## OFFICE ORDER

The Membership of the Grievance Redressal Committee for Students shall be following with effect from September 01<sup>st</sup> 2019. The term of nominated members shall be for two years.

Name of Members	Capacity	Position
Dr Priti Bajpai	Dean SWD (Ex-Officio)	Chairman
Dr. Roop Kumar	Faculty member Nominated by Director	Member
Dr. Shashank Khurana		Member
Dr. Shazia Hasan		Member
Ms. Sonali Rathinam (2017A7PS0137U)	Student nominated by Director on recommendation of Student Body	Member
Mr. Akshay Chutani	Campus specific Astd./Dy. Registrar (Ex-officio)	Member Secretary

  
**Akshay Chutani**  
Assistant Registrar



BITS Pilani, Dubai Campus  
P.O. Box : 345055, Plot No. UG 06  
Dubai International Academic City  
Dubai, UAE.

Tel : +971 4 2753 700  
Fax: +971 4 4200 844  
E-mail : admission@dubai.bits-pilani.ac.in  
Website: www.bits-pilani.ac.in/dubai

# Grievance Redressal Policy

## 1. Introduction:

In order to redress individual as well as collective grievances of the students of the BITS Pilani Dubai Campus (BPDC), Grievance Redressal Policy has been devised.

## 2. What is a Grievance?

A grievance may be any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with Institute that a student thinks, or even feels, is unfair, unjust or inequitable. Any grievance /complaint relating to sexual harassment will not be covered under these rules as there is a separate mechanism for addressing such matters by CCSH (Committee for Combating Sexual Harassment).

## 3. Constitution of the Grievance Redressal Committee (GRC):

The Grievance Redressal Committee of the Institute shall comprise of the following:

- I. Dean, Student Welfare -Chairperson
- II. Three Senior Professors (To be nominated by the Director, BPDC) - Members
- III. One Student Representative - Member  
(To be nominated by the Director, BPDC on the recommendations of Student's Body)
- IV. Assistant Registrar - Member Secretary

The term of the nominated members shall be 2 years.

## 4. Procedure for filing the formal complaint/grievance:

- I. Any student of BITS Pilani, Dubai Campus may lodge a complaint.
- II. Complaint should be made to Grievance Redressal Committee.
- III. Complaint may be oral, by email ([grievance@dubai.bits-pilani.ac.in](mailto:grievance@dubai.bits-pilani.ac.in)) or in writing. If the complaint is oral, it will be converted into a written form by the GRC member who received the complaint and authenticated by the complainant under his / her signature as soon as possible.
- IV. Upon receipt of complaint by any member of GRC, the member should forward it to [grievance@dubai.bits-pilani.ac.in](mailto:grievance@dubai.bits-pilani.ac.in)

**Please note:** While this platform allows all students to voice their concerns in an open manner it is imperative for the complainant to approach the concerned Dean/Department Head before approaching the Grievance Redressal Committee. Complainant needs to ensure that, due diligence and care has been taken in deciding what qualifies as a grievance, which is serious enough to deserve the attention of this committee comprising of senior faculty members and administrators of the Institute.





## **5. Procedure for filing a complaint / grievance without revealing identity:**

If the complainant would not like to reveal his/her name for any grievance, they can drop the grievance(s) in the drop box placed near reception. The complainant may also register their complaint by sending an Email through an anonymous Email ID.

## **6. Process for addressing the Grievance:**

- I. Upon receipt of complaint, the Secretary of the Committee will send a response to the complainant acknowledging the receipt of grievance immediately.
- II. At this stage, based on the nature of the complaint and severity of its possible impact, the Secretary may take one of the two options to proceed on addressing the concerns while keeping the Chairperson, GRC copied in all communication:
  - a. Option 1 which can be exercised on matters that could be more routine operation:
    - i. The Secretary of the Committee may address the issue directly with the help of the concerned department.
    - ii. In this case, it is important that the complainant is apprised of the actions taken or the work-in-progress in a timely manner.
    - iii. Once the matter has been resolved the Secretary will send a final update to the complainant on the matter.
  - b. Option 2 which can be exercised in matters of very serious concern, in consultation with the Chairperson:
    - i. The Secretary may also call for a meeting of the GRC.
    - ii. The presence of 50% or more members shall form the quorum.
    - iii. The Committee, as required, may also call for a deposition by the complainant and the person/representatives from the department against which the complaint has been made.
    - iv. The Secretary of the Committee will communicate the decisions to the concerned parties/departments via email and a copy of the case and decision will be sent to the Director.
- III. The Secretary will maintain an updated record of all complaints, actions taken and closure status.
- IV. In case the complaint has been made against a member of the GRC, the concerned member will be barred from participating in any proceedings till the case has been closed.
- V. The committee will recommend appropriate action against complainant(s), if complaint made are found to be baseless or trivial.



**7. Re-appeal:**

- I. Aggrieved students, who are not satisfied with the decision of the committee, may appeal to the Director, BPDC for a reconsideration and review within 7 working days.
- II. The decision of the Director, BPDC, in such matters, shall be final and there shall be no further appeal in the matter.

A handwritten signature in blue ink, located in the bottom right corner of the page. The signature is stylized and appears to consist of several overlapping loops and lines.