



# SHADAN INSTITUTE OF MANAGEMENT STUDIES

Established by Shadan Educational Society, A Minority Institution, Approved by AICTE

Permitted by the Government of T.S., Affiliated to Osmania University

# 6-2-978, Shadan Educational Complex, Khairatabad, Hyderabad - 500 004

Ref : SIMS / SES / MBA

## ESTABLISHMENT OF ONLINE GRIEVANCE REDRESSAL MECHANISM AS SPECIFIED IN THE APPROVAL PROCESS HANDBOOK

The Grievance Redressal Cell was constituted to probe into the student grievances. The Grievance Redressal Cell attempts to address genuine problems and complaints of students whatever be the nature of the problem.

### Objective

- To create a platform where students can point out their problems, regarding academic and non-academic matters.
- Get suggestions from the students for improvement.
- Take necessary steps for improvement in the light of grievances.

### Functional Committee

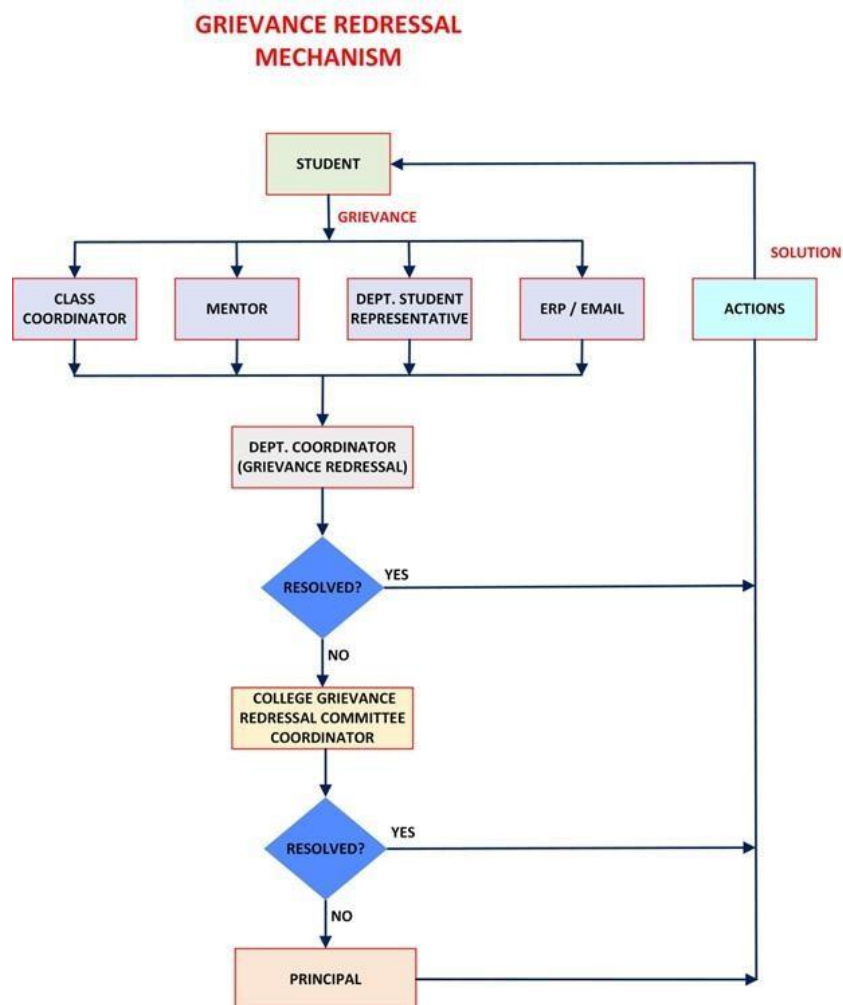
Sl.	Name of the Faculty	Designation		Contact Number
1	Prof. Ilyas ur Rahman	Principal	Chairman	9848416433
2	Dr. Khaleeq ur Raheman	Director	Convener	6281077752
3	Dr. Razia Sultana	Professor	Member	8790873545
4	Mr. Ata ur Rahman	Assco. Professor	Member	8309164247
5	Ms. Tajunnisa Fouzia Maqsood	Student representative	Member	

Following the directions of UGC, AICTE and University the Grievances Redressal Cell is established in order to deal with the individual grievances related to students and faculty members and to ensure the redressal of grievances amicably in a time bound manner. The online Grievance Redressal mechanism can be able to receive and dispose of the grievances online. The Flex board is fixed near the office with the committee members list, contact numbers and email-id's of members indicating the details of the online Grievance Redressal mechanism i.e. URL of the online Grievance Redressal Portal to ensure publicity/awareness of the establishment of Grievance Redressal mechanism. Faculty from departments, who are members of this cell meet periodically and provide solutions to problems related to girl students and women employees...The committee invites suggestions from employees for improving the working environment and resolving issues if any. Any grievances/sexual harassment related specific issues are addressed through professional counseling. If required, parents are called and counseled confidentially.

The students approach the Cell to voice their grievances regarding academic and non academic matters. The cell redresses the grievances at individual and class level and grievances of common interest. Students are encouraged to use the suggestion box placed on the campus to express constructive suggestions and grievances.

Suggestion Boxes are provided in building and grievance records are placed at vantage points in the college (including the Library) for the students/staff to air their grievances. Complaints dropped in the ‘Suggestion Box’ by students and oral complaints are also redressed. All complaints are scrutinized by the management and the grievance redressal cell. Hod/Principal/Director regularly attends to these on daily basis. The college assures students that once a complaint is made, it will be treated with confidentiality.

Besides there is an exclusive mechanism to address the issues relating to women and their grievances.



- The departmental level grievances are attended by the concerned class Coordinators, Counselors and Department Heads.

- The student coordinators and staff coordinators of grievance redressal cell act as facilitators to communicate and sort out the grievances at the department level.
- Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the institution.
- An online monthly Status Report regarding the number of grievances received, disposed off and pending as on the last day of the previous month is being informed to AICTE via online feedback report in AICTE web portal.
- The notice board /flex board is fixed near the office , indicating the details of online Grievance Redressal Mechanisms (i.e) URL of the online Grievance Redressal Porta

## GRIEVANCE REDRESSAL FORM

Suggestions if any



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