

NOTIFICATION

REDRESSAL OF GRIEVANCES COMMITTEE

21st June 2022

OBJECTIVES: In order to meet the increasing legitimate expectations of students and staff for better, faster and more effective service, ISBR shall constantly endeavour to improve its service rules, standards and capabilities. The ISBR expects all its Officers and employees to maintain highest standards of integrity and transparency in their working conditions with students and staff. A Grievance is a documented manifestation of dissatisfaction of a student/staff. Such dissatisfaction, if left unaddressed and unresolved, could endanger the lifeline of the ISBR and erode its image. It is therefore expected that all employees shall devote attention, time and effort at resolving the Grievances of the students and staff within the framework of the ISBR's guidelines and the terms of the policy.

The objectives of the Grievance Redressal Policy are:

- a) To develop an organisational framework to resolve Grievances of Students and staff
- b) To provide the Students and staff access to immediate, hassle free recourse to have their Grievances redressed
- c) To enlighten the Students and staff on their duties and responsibilities
- d) To establish structured interactions with Students and staff to elicit information, academic and administrative process on their expectations
- e) To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon, and
- f) To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy
- g) **STUDENT-STAFF FOCUS:** a. Grievance Redressal Mechanism should not only seek to redress Grievances but also to avoid them.

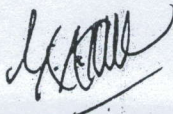
The ISBR shall endeavour to improve service through constant interactions with the students and staff to elicit their views on academic and administrative standards, and

to seek their suggestions for improvement. At least one meeting per year shall be held to offer opinions and suggestions on Student/staff academic and administrative standards and services. ISBR shall take all efforts to abide by and enforce UGC regulations in all its operations. ISBR shall also abide by the Code of conduct approved by the ISBR. All efforts shall be made to leverage Information Technology for providing an easy platform to the students and staff to lodge grievances, to track the status of grievances, to enlighten them on claims procedures, to provide access to information on whom to contact and to enhance academic and administrative standards and services.

At our ISBR, to ensure each and every grievance is attended to on time, a Redressal of Grievances Committee with following members has been formed :-

Redressal of Grievances Committee

Name	Designation
Mr. Gopalakrishnan	Campus Manager
Prof. Amit K	Professor
Prof. Usha	Asst. Professor
Mr. Narasaiah. B	Administrator



Director

