



# GRV BUSINESS MANAGEMENT ACADEMY, BENGALURU

## Policy for Grievance Redressal Cell

At Grv Business Management Academy, the Grievance Redressal Cell (GRC) is committed to fostering a supportive, inclusive, and transparent environment by addressing grievances effectively. The GRC provides a structured mechanism for students, faculty, and staff to voice their concerns, ensuring fair and unbiased resolution of issues related to academic, administrative, and personal matters.

The primary objective of the Grievance Redressal Cell is to create a harmonious atmosphere where individuals feel heard and valued. The cell actively handles complaints regarding unfair practices, discrimination, harassment, infrastructural deficiencies, or any other challenges that may hinder personal or professional growth within the institution. Every grievance is treated with the utmost confidentiality, ensuring that complainants feel safe and secure in raising their concerns.

### **Objective**

The Minority Cell is established to:

- Empower students and faculty members belonging to minority communities.
- Ensure equal opportunities in education and employment for minority groups.
- Create a harmonious and inclusive environment for students and staff from diverse cultural, religious, and linguistic backgrounds.
- Address grievances and ensure timely redressal related to issues faced by minorities.

In addition to resolving grievances, the GRC actively works to prevent issues by organizing awareness programs and feedback sessions. These initiatives encourage open communication and promote a culture of accountability and respect across the institution. The GRC also collaborates with other institutional committees to enhance the overall experience of students and staff.

### **Functions of the Minority Cell**

1. **Awareness and Inclusivity:**
  - Organize workshops, seminars, and programs to promote awareness about minority rights and government schemes.
  - Celebrate cultural diversity by encouraging participation in events highlighting minority traditions and contributions.
2. **Educational Support:**

- Disseminate information about **AICTE-approved scholarships**, government aid, and educational opportunities for minorities.
  - Provide academic support programs, such as mentorship, career counselling, and peer learning groups.
3. **Grievance Redressal:**
    - Establish a grievance redressal mechanism to address complaints of discrimination, harassment, or unfair treatment.
    - Ensure confidentiality and transparency in the resolution process.
  4. **Monitoring and Reporting:**
    - Regularly monitor the inclusivity of the institution's policies, infrastructure, and activities.
    - Submit periodic reports to AICTE and institutional leadership on the initiatives and outcomes of the Minority Cell.

### Structure of the Minority Cell

The Minority Cell will consist of:

- **Chairperson:** A senior faculty member appointed by the institution's head.
- **Faculty Members:** Representatives from various departments.
- **Student Representatives:** Nominated students from minority communities.
- **External Advisor (Optional):** A legal or social expert in minority issues.

### Policy Guidelines

1. **Equal Opportunity:**
  - Ensure that no student or staff member is discriminated against based on religion, caste, or cultural background.
2. **AICTE Compliance:**
  - Adhere to the **AICTE Mandate** for promoting minority welfare, including implementing schemes such as the **Pragati Scholarship** and the **Saksham Scholarship**.
3. **Anti-Discrimination:**
  - Enforce strict measures against harassment, bias, or discriminatory behaviour within the campus.
4. **Community Engagement:**
  - Collaborate with NGOs, government agencies, and other institutions to enhance opportunities and support for minority students.
5. **Anonymity and Confidentiality:**
  - Maintain the privacy of individuals seeking support or filing grievances.

### Grievance Redressal Mechanism

1. **Submission of Complaints:**
  - Complaints can be submitted online, via email, or in person at the Minority Cell office.
2. **Initial Assessment:**
  - The cell will review the complaint and initiate a preliminary inquiry within 7 working days.

**3. Resolution Process:**

- Depending on the nature of the complaint, appropriate actions such as counselling, mediation, or disciplinary action will be taken.

**4. Appeal Process:**

- Complainants may appeal to higher authorities if dissatisfied with the resolution.



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