

No

177

Office Order

Date: 28/12/2019

A Grievance Redressal committee has been formed in the institution to settle genuine grievances of students, staff and parents up to a satisfaction level so as to create a healthy relationship among the students, parent's, employees and employer. The grievance will include any matter relating to student and staff.

The committee is requested to

- Contribute effectively to dispose the grievances at the earliest.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized
- Advising trainees of the Institution to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising All the trainees to refrain from inciting Students against other Students, teachers and ITI administration
- Advising all staffs to be affectionate to the trainees and not behave in a vindictive manner towards any of them for any reason.

Rules

- 1) To deals with all the genuine grievances of students and staff of the Institution.
- 2) All complainants should file their grievances either by writing in paper to the committee or through email to email address pplitibangana@gmail.com.
- 3) The committee will meet at least once in a month to resolve the grievances. However, if necessary, it may meet more frequently at the instance to discuss the various issues received
- 4) To take conclusive decision and submit its recommendations to the Principal for removal of alleged grievances.
- 5) The student/staff shall bring up his grievance in a prescribe format (**attached as Annexure-I**) immediately to the grievance cell without fail. The number of grievance settled or pending will be report to the Principal in every month.

Procedure-

- 1) A compliant box is provided at the ground floor of building for students.
- 2) All grievances referred to the Grievance Redressal committee shall be entered in a register by designated member.
- 3) All complaints should be resolved within a time frame by looking into its seriousness
- 4) The result of the grievance will be informed to the complainant within stipulated time.

5) Any staff/ student may report directly to the Principal for resolving their grievance if he/she is dissatisfied by the GRCs.

Grievance Redressal Committee:

Sr. No	Name of faculty	Designation	Position	Contact no
01	Sh. Kavinder Patial	Group Instructor	Chairperson	9418693026
02	Sh. Parveen Kumar	Instructor COPA	Member Secretary	9459040006
03	Sh. Rajesh Kumar	Instructor ICTSM	Member	9418145339
04	Smt . Seema Sharma	Trainer ICTSM	Member	8263969727
05	Sh. Balvinder Singh	Clerk	Member	9816072230

The trainee or person, who is willing to launch any complaints, shall send their representation for redressal of their grievance to the above Grievances Redressal Committee.

All aggrieved parents and the stockholders may also thenceforth approach to the Grievance Redressal Committee.

[Signature]

Principal
Govt. Industrial Training Institute
Bangana Distt. Una (HP)

Endstt: ITI/Bangana/Estt./Vol-VII/2019- 1596 - 1604
Copy to:

Dated: 26/12/2019

1. The Director Technical Education, Vocational & Industrial Training, HP Sundernagar for kind information please.
2. Sh. Kavinder Patial Group Instructor for Information.
3. By Name above officials for Information and compliance
4. Copy for circulation among staff for information . You are here by requested to kindly bring this to the notice of all the employees and students of the Institutions
5. Sh. Parveen Kumar Instructor COPA, for uploading on Institution website.
6. Notice Board.

[Signature]

Principal
Govt. Industrial Training Institute
Bangana Distt. Una (HP)

[Signature]

Annexure-I

GRIEVANCE FORMAT

Name of the complainant-----

Designation (if any) -----

Place of Work-(Department) -----

Nature of Grievance-----

Undertaking

I here declare that the information furnished above by me is true and accurate. Further, I understand that disciplinary action can be taken against me if the above allegations are found incorrect or malicious.

Signature of the Complainant

Date-