



लाल बहादुर शास्त्री पराचिकित्सीय कौशल एवं प्रशिक्षण परिषद

(मानव संसाधन विकास मंत्रालय, भारत सरकार की अधीन एक स्वायत्त संस्थान)

Lal Bahadur Shastri Paramedical Skill and Training Council

(An Autonomous Organization under Ministry of Human Resources Department, Ministry of MSME and Niti Aayog)

Ref No. LBSPSTC/01/GR/567

Office Order

Office order No. LBSPSTC/01/GR/567

DATE: 20/04/2023

Formation of Grievance Redressal Committee

Ref.- NCVET Govt of India Regulation for Establishment of a Grievance Redressal Committee and Appointment of Ombudsman, by the Lal Bahadur Shastri Paramedical Skill and Training Council India.

With reference to above, Grievance Cell is being formed for this Council. The Grievance Redressal Cell is a body to hear and decide on matters related to academic, discipline, curricular and co-curricular activities of the students.

Students having any complaint/## grievance shall contact any of the following members of the Grievance cell.

1. **Abhishek Giri**
2. **Mr. Furkan Saifi**
3. **Miss. Vanshika Goswami**
4. **Dr. Mamta Saini**
5. **Mr. Abhishek Tripathi**
6. **Mrs. Neha Arya**
7. **Mr. Govinda Goswami**

Students' Grievance and Redressal policy

The management is highly sensitive to any kind of students' problem and very keen to solve it at the earliest. Hence, as a mechanism to address and solve the problems then and there, Students Grievances and Redressal Committee was established. All kind of grievances, either academic or non-academic should be sent to the committee through the class in-charges for redressal. The committee, in turn, has to address the problem and solve it within the time frame depending upon the seriousness of the grievance. The Committee is headed by the Secretary who is assisted by the Heads of various departments.

Grievance may include the following points of the aggrieved students namely:

1. Making admission contrary to merit determined in accordance with the declared admission policy of the Lal Bahadur Shastri Paramedical Skill and Training Council.
2. To ensure a hassle-free atmosphere for the students to pursue their studies in the campus.
3. To make sure that there exists a very cordial relationship among the students and between students and staff.
4. To address the grievance and find a solution at the shortest time duration.
5. To create a situation wherein the students are free to express their grievances without being afraid of victimization, in case of grievances against the staff.
6. To give counseling to students wherever needed.
7. Delay in conduct of examinations or declaration of result beyond that specified in the academic calendar.
8. Harassment and victimization of students including sexual harassment.
9. Refund of fees on withdrawal of admission as per Council instructions from time to time.
10. Complaints of alleged discrimination by students from Scheduled Caste, Scheduled Tribes, OBC, Women, Minority or disabled category.

The Redressal Cell Consists of the Following Members:

- Controller of Examinations
- Deputy Controller of Examination
- Additional Deputy Controller of Examinations
- Head of the Department
- Two Senior Faculty – Nominated by the Controller of Examinations.

The Redressal cell will examine the Genuineness of the issues and take Action.

The Grievance and Redressal Committee had discussions and the following suggestions were made;

- ❖ The rules and regulations of the student's grievances and redressal cell were discussed.
- ❖ Motto of student's grievances and redressal cell is not just receiving complaints but to render their service to the welfare betterment of the students.

- ❖ Students' grievances and redressal cell will address victimization and harassment of students without any delay or denial.
- ❖ Complaints of alleged discrimination of one student or group of students by staff or peer group will be addressed immediately
- ❖ The committee requested its members to extend adequate support and guidance to the students in case of any dispute among the students.
- ❖ The members were asked to assist the students in resolving issues related to academics and personal crises.
- ❖ The committee would allow open exchange of views without the urgency of a final decision.
- ❖ The committee will be willing to offer its support to the need of the organization and its students.
- ❖ The members are requested to share information and coordinate actions by sharing responsibilities that require specialized knowledge and technical judgment.

Initiating Grievance

- ❖ A Student raises a Grievance if the informal approach does not resolve the Complaint A Grievance must be submitted by the student in writing or Emailed to the Council President.
- ❖ The written Grievance must be in the form of a detailed complaint and must be made within 15 days of the date of occurrence of the event giving rise to the grievance.
- ❖ The formal grievance complaint shall include:
 - A Clear and concise statement of events/issues and summary of steps taken, if any, by the grievant to resolve the problem or issue prior to filing a formal grievance complaint.
 - A detailed description of the relevant facts, name/s of person/s copies of relevant documents or evidences relevant to the grievance.
 - Full name, Enrollment no. batch and contact no. of the student escalating/initiating the grievance complaint.
- ❖ Written Grievance must either be submitted in person to the administrator of the Council or emailed to lbspcup@gmail.com
- ❖ Thereafter the administrator shall call the student to discuss and mediate a possible resolution.

Grievance Hearing

- ✦ Withing 15 days of receiving a grievance the student Grievance committee shall fix a date for hearing the complaint and shall communicate this to the Council and the aggrieved student.
- ✦ The aggrieved person can appear in person or authorize a person to present his or her case.
- ✦ If at the conclusion of the hearing the committee feels that additional information, testimony is necessary to make a decision, it may request the parties to submit such information. In the event the hearing shall remain open until receipt of the documents.

Grievance Investigation

- If a resolution is not reached through hearing, then the committee shall take necessary steps to conduct an investigation (fair and impartial) of facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the grievance application.
- The Grievance committee will have the right to interview the witnesses if it determines necessary and/or helpful to the investigation including those recommended by the parties.

Final Decision

- ✦ After the hearing or investigation, the grievance redressal committee shall use its best efforts to work out a resolution of the issues with the parties named in the grievance application – pass an order indicating the reasons for such an order, as may be deemed fit.

Appeal

- ♣ If the student is dissatisfied with the decision/resolution of the Grievance Redressal Committee, then he/she can appeal the decision to the Lal Bahadur Shastri Paramedical Skill and Training Council Ombudsman within 7 days of receipt of the committee decision.



Your Faithfully
(Dr. Sonam Arya)
Registrar

Lal Bahadur Shastri Paramedical
Skill and Training Council, Uttar
Pradesh