



# BUDGE BUDGE INSTITUTE OF TECHNOLOGY (BBIT)

(A unit of Jagannath Gupta Family Trust)

(Approved by AICTE, Govt. of India and Affiliated to MAKAUT & WBSCTVESD)  
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## GRIEVANCE AND REDRESSAL COMMITTEE

### Objectives:

- The Grievance Redressal procedure is aimed at resolving work related grievances within BBIT as fairly and swiftly as possible. Grievances are feeling of injustice or dissatisfaction affecting an employee.
- This Procedure is not used for appeals against disciplinary action. Such are to be carried out in accordance with Disciplinary Process and Policy.
- This procedure shall not be used for the resolution of collective grievances related to salaries.
- Employees may lodge grievances without fear of victimization.
- Grievances should be resolved at the lowest possible level within BBIT.
- Records will be kept off all statements and decisions.

### Goals

- The Grievances & Redressal Committee (GRC) shall be responsible for collective agreement dealing with grievances
- BBIT regards it important that all its employees will have sufficient knowledge of such procedures and easy access to it. To this effect BBIT has formulated grievance redressal procedure, which is its main objective - the speedy resolution of any sort of grievances and thereby eliminating possible and unnecessary causes of conflict.
- Faculty and staff grievance resolution processes seek to facilitate the informal resolution of grievances as close as possible to the source of student dissatisfaction though there will be instances when either the students may choose to lodge a formal appeal or a grievance needs to go to higher authority for resolution

### Roles and Responsibilities

#### GRIEVANCE POLICY

##### **Introduction**

Grievances may be real or imagined but in either case it is essential that the grievance is brought to light, discussed and the matter resolved to the satisfaction of all concerned. Failure to do so will only result in the grievance becoming a worsening source of conflict and eventually ending in a far more serious problem.



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Courses Offered : MBA, M.Tech (CSE, Power System), Engineering : B. Tech in CE, ME, EE, ECE, CSE, CSE(AI), CSE(CS), IT, Polytechnic : CE, ME, EE, ETCE, CST  
Member of International Societies : 1) IUCEE, USA 2) IFEES, USA.

BBIT regards it important that all its employees will have sufficient knowledge of such procedure and easy access to it. To this effect BBIT has formulated a grievance procedure which has its main objective that is the speedy resolution of workplace grievances.

### **Procedure and Guideline**

The grievance procedure will be implemented as follows

#### **Step 1 - Immediate Senior**

1. In step 1 the employee must discuss his grievances with his immediate Senior or higher authority in case of a grievance against an immediate supervisor
2. The senior must solve the problem within 2 working days and inform the employee
3. If the outcome is unsatisfactory, he may proceed to step 2

#### **Step 2 - Department or Organisation head**

1. The employee writes his grievance as an official letter and presents it to the HOD/ Organisation Head
2. The HOD will solve the problem within 2 working days and inform the employee
3. If the employee is not satisfied with the outcome, he may proceed to step 3

#### **Step 3 - Grievance Hearing**

1. The matter is referred to the Principal / Management by handling the grievance form along with other relevant written information.
2. The Principal or Management shall convene a grievance hearing and attempt to resolve the matter within a period of 10 working days. The decision of the Principal/ Management shall be final.

#### **Procedure to be followed by a Group of Employees**

If a grievance raised not just affects one employee but a group then the spokesman for the Group accompanied, (if he so wishes) by a delegation of not more than 10 concerned employees should proceed to step 2 for an individual grievance.



**The following of the Core Composition of the Grievance Redressal Committee:**

1. Prof. (Dr.) Sandeep Malik, Principal, Chairperson
2. Prof. (Dr.) Siladitya Bandhopadhyay , Dean of Students , Convener
3. Prof. (Dr.) Moumita Poddar, Dean-MBA , Member
4. Dr. Labakanta Mandal, Dy. Registrar, Member
5. Ms. Sudeshna Nath, Assistant Professor, EE, Member
6. Ms. Shree Sarkar, Administration, Member
7. Ms. Neha Mollah, Administration , Member
8. Ms. Paramita Halder, Administration , Member



**Signature & Seal of Principal**  
*Prof. (Dr.) Sandeep Malik*  
Principal  
Budge Budge Institute of Technology

## Grievance Redressal and Monitoring Cell

Designation	Name	Contact Number
Dy. Registrar	Dr. Labakanta Mandal	9477043573
Warden of Hostels	Mr. Arnab Manna	8013558742
	Ms. Anita Chakroborty	9836159909
Guardian Representatives	Mr. Abid Hossain	9339643608
	Mr. Subrato Dutta	9674122210
Non-Teaching Staff	Mr. Parmanand Pandit	9903062750
	Mr. Sayan Das	8276828084
	Mr. Prasanta Das	9831680565
Teaching Staff	Prof. (Dr.) S. Bandopadhyay	9830028627
	Mr. Pradip Kumar Mondal	9836671578
	Mr. Manas Parui	9804303986
	Mr. Jayanta Mistri	9830824229
Coordinator	Prof. (Dr.) S. Bandopadhyay	9830028627
Ombudsman	Prof.(Dr.) Tamal Kanti Choudhury	9830176928

Prof. (Dr.) Sandeep Malik  
 Principal  
 Budge Budge Institute of Technology

