



# BUDGE BUDGE INSTITUTE OF TECHNOLOGY (BBIT)

(A unit of Jagannath Gupta Family Trust)

(Approved by AICTE, Govt. of India and Affiliated to MAKAUT & WBSCTVESD)

Nischintapur, Budge Budge, Kolkata-700137 Phone : 033-2482 0676/70 Telefax : 033-2482 0641

Email : contact@bbit.edu.in Website : www.bbit.edu.in

## GRIEVANCE AND REDRESSAL COMMITTEE (EMPLOYEE) 2022-2023

### 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 and 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

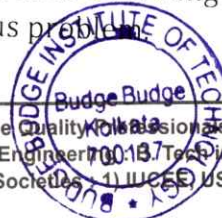
- The Grievances & Redressal Committee (GRC) shall be responsible for collective agreement dealing with grievances
- BBIT regards it important that all its employees will have sufficient knowledge of such procedures and easy access to it . To this effect BBIT has formulated grievance redressal procedure, 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

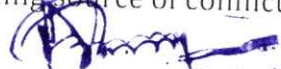
## Roles And responsibilities

### 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.



  
Prof. (Dr.) Shabaz Bhattacharya  
Director General Academics

"Committed to provide Quality Education to the world"

Courses Offered : Management (MBA), M.Tech (CSE, Power System), Engineering (B.Tech in CE, M.Tech in CSE, Institute of Technology, ETCH, CS  
Member of International Societies : 1) IUCEE, USA 2) IFEES, USA.



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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 Director / Management by handling the grievance form along with other relevant written information.
2. The Director or Management shall convene a grievance hearing and attempt to resolve the matter within a period of 10 working days. The decision of the Director/ 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 that 10 concerned employees should proceed to step 2 for an individual grievance.



  
Prof. (Dr.) Debajit Chakrabarti  
Director General Academics  
Budge Budge Institute of Technology

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**The Core Composition of the Grievance Redressal Committee for the Academic Year 2022-2023 are as follows :**

Sl. No.	Name	Designation	Position	Contact No
1.	Prof. (Dr.) Bhabes Bhattacharya	Director General, Academics	Chairperson	8420355921
2.	Prof. (Dr.) Narendra Nath Jana	Dean of Academics	Convener	8420929700
3.	Ms. Rituparna Biswas	ME	Member	9903059519
4.	Ms. Sudeshna Nath	EE	Member	9432072829
5.	Ms. Suparna Bhowmick	MBA	Member	9434473638
6.	Ms. Kakali Sengupta Das	ECE	Member	9433101909
7.	Ms. Sumni Banerjee	CHEM	Member	9433746056
8.	Ms. Sruti Ray	COA	Member	8336062516
9.	Ms. Richie Somaddar	HR, MANAGER	Member	8108816286



  
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