



Ref.: SHEAT/2024/1333

Date: 08/05/2024

Grievance Redressal

Mechanism of SHEAT Grievance Redressal Cell is as follows:

Here exist the grievance redressal cell for staff and students, where if a student or a faculty is having any grievances they can register it through the concerned channel. They are following:

In SHEAT Grievances can be registered in **online** as well as in **offline** mode.

Online mode: On portal there is a facility to register the grievance which is directly visible to registrar. Grievances are either solved or forwarded to concerned officials or Grievance Redressal Cell.

Offline mode: In this mode there are three channels through which one can register the grievances. They can follow the appropriate channel.

1. Grievances related to Hostel: There is a "**Complaint register for boys hostel/Complaint register for girls hostel**" available in the hostel on which student can write their grievances related to hostel. This register is checked by **the boys hostel warden / girls hostel warden** every day and the same is either solved by warden or it is presented in front of **Grievances Redressal Cell** depending on the nature of grievance.

2. Any kind of Grievances: Those student who have any grievance can contact direct to **class coordinator**. If it is not solved on the coordinator level they can approach to **HOD**. They can also directly approach to **Grievance Redressal Cell** through contact number/email/directly in- person. We have open system, so they can directly also approach to director of the institute also. In case of staff grievances, they can approach to HOD as well as to director as applicable.

3. Internal Complaint Committee: There is a "**Internal Complaint Committee**" which is specially for the women's grievances. They can approach directly to concerned official through e-mail/phone/in-person. Further it is carried forward to the committee for grievance redressal.

Director
Director
SHEAT College of Engineering
Babatpur-Varanasi