

Subject: Student Grievance Redressal Committee

Banarsidas Chandiwala Institute of Hotel Management and Catering Technology believes in a representative system that enables students to voice their opinions & play an active role in different cells and committees for an overall holistic development. The appointment of student representatives for each class is one of the tools used to achieve the aforesaid objective. **Campus ambassadors** are selected for the Institute every year. **They represent the Institute to the University. Class representatives are also selected every year from the student batches.**

DIRECTION 1

1. Information regarding constitution and availability of Student Grievance Redressal Committee ("SGRC") is published on the Institute's website and is also displayed prominently on all notice boards. The students of the first year are informed about the Grievance Redressal Committee during their Orientation Session as well. Contact details of the faculty members constituting the Grievance Redressal cell are shared with the students too.
2. Banarsidas Chandiwala Institute of Hotel Management and Catering Technology has an Online Grievance Redressal system which is displayed on the website of the institute. The link for the same is mentioned as under:
<http://www.bcihmct.ac.in/grievance-redressal.php>
3. The students of the Institute are aware of the Online Grievance System and are also aware about the committee members to be approached in such a scenario. The members of the committee along with their phone numbers is displayed on the Student Notice Board and is available on the Institute Website as well.

Committees and Cells (Faculty and Students)

https://www.bcihmct.ac.in/download/Files/Committees_Cells2023-24.pdf

https://www.bcihmct.ac.in/download/Other_Committees2023-24.pdf

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https://www.bcihmct.ac.in/download/Notice/student's_committee_2023-24.pdf

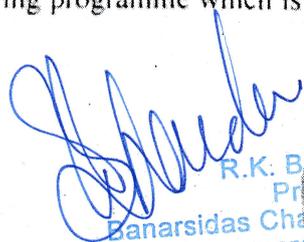
4. The Institute has a well appointed professional student psychologist/counsellor and psychiatrist. Regular visits are conducted during the academic session by the psychologist and the psychiatrist.

DIRECTION 2

1. The Institute has a well appointed Grievance Redressal Committee for students as well as faculty/staff. This Committee is displayed on the student notice board as well as the Institute's website.
2. Student representatives/Campus ambassadors are appointed every year from the final year students and they are appointed as members of the Student Grievance Redressal Committee.
3. The Institute invites nominations from students for being a part of the committee. After screening the nominations and verifying the information received, a committee of Senior Faculty Members lead by the Head of the Institute interviews the selected nominees. The results are declared a day after completion of the procedure.

DIRECTION 3

1. BCIHMCT has also appointed a well-qualified Professional counsellor who regularly visits the Institute and conducts counselling sessions with students as per required. Student names visiting the counsellor are suggested by the faculty coordinators after discussion with the Principal.
2. Banarsidas Chandiwala Institute of Hotel Management and Catering Technology, as an extension of Grievance Redressal activities has initiated conducting sessions on Stress management by appointing a professional student psychiatrist along with the regular mentoring programme which is undertaken throughout the year by the faculty


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