



# BANARSIDAS CHANDIWALA INSTITUTE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

Approved by AICTE and affiliated to G.G.S. Indraprastha University, Delhi

NAAC 'A' Accredited Institution

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## Mechanism for Online Registration and Disposal of Grievance

1. 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.stitchmyapp.com/grievance/login.bcihm>

2. 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.

[https://www.bcihmct.ac.in/download/Grievance\\_Redressal\\_Committee.pdf](https://www.bcihmct.ac.in/download/Grievance_Redressal_Committee.pdf)

3. The online monthly status report is submitted on a regular basis to the AICTE stating the number of grievances received and resolved during the month.

### Note:

The maximum time taken for resolving any grievance is 24 to 48 hours depending on the severity and seriousness of the same. It is ensured that the students feel free and have the confidence to approach the members of the committee in any such situation. Remedial coaching classes and counseling sessions are also conducted with the students on a regular basis. Mentors are also assigned to the students for guidance and support.



*Shandani*