

CIRCULAR

Student Grievance Redressal Committee

Sub: Technical Education – formation of student Grievance Redressal committee (SGRC)

Ref: 1. All India Council for Technical Education, New Delhi approval process hand book 2020-2021.

2. Government letter (D) No. 238, Higher education (B1) department, Secretariat, Chennai, dated 21.12.2020.

3. Letter dated 19.01.2021 from DTE, Chennai

With reference to the letter, as cited above student Grievance Redressal committee is formed with the following members.

1. Dr.A.V.Ramprasad, Principal-Chairperson
2. Dr. S.M. Kannan, Prof & HOD/EEE - Convener
3. Dr. R. M. Satheesh Kumar, HOD/AUE – Co-convener
4. Dr. S. Illangovan, ASP/IT - Member
5. Dr.A. Umarani, Prof/EIE – Member
6. Students representatives.

Student Grievance Redressal Policy:

The College has a Students' Grievance Redressal Committee. A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Student Grievance Redressal Committee (SGRC). The functions of the Committee are to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to Grievance Redressal Committee or Principal.

Objective:-

To provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.

Also, to develop a responsive and accountable attitude among all the stakeholders in order to maintain the healthy educational atmosphere in the institute.

The SGRC has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

Upholding the dignity of the College by ensuring transparent atmosphere in the College through promoting cordial Student-Student relationship and Student teacher relationship etc.

Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.

Suggestion / complaint Box have been installed in the Institute, in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.

Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.

Advising all staff to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

Ragging in any form is strictly prohibited in the institution.

Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

Scope:-

The Committee deals with Grievances received in writing/mail from the students about any of the following matters:-

Academic Matters: Related to timely issue of Grade sheets, Provisional Certificates, conduct Certificates or other examination related matters.

Financial Matters: Related to dues and payments for various items from library, accounts etc,

Other Matters: Related to certain misgivings about conditions of sanitation, canteen, administration etc.

Functions:-

The cases are attended promptly on receipt of written grievances from the students.

The Committee formally meets to review all cases, prepares a statistical reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure:-

The setting of the Grievance Redressal Committee for students will be widely published.

The students may feel free to put up a grievance in writing and drop it in boxes placed in the Institute.

The SGRC will act upon those cases which have been forwarded along with the necessary documents.

The GRC will take up only those matters which have not been solved by the different departments.

The Committee is requested to Contribute effectively to dispose the grievances at the earliest.

The Committee will meet, with the information to the complainant on their day of Convenience.

An aggrieved Student or Parent may appear in person to present his/her case.

Exclusions:-

The Grievance Redressal Committee shall not entertain the following issues:

Decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the University.

Decisions with regard to award of scholarship, fee concessions, medals, etc.

Decisions made by the University with regard to disciplinary matters and misconduct.

Decisions of the University about admissions in any courses offered by the Institute.

Decisions by competent authority on assessment and examination result.

Meeting frequency:

One meeting per semester (within one month from the date of commencement of the classes). Also, as and when required.


PRINCIPAL

Cc to, all HODs, and Directors, CoE

(circulated among staff members through their HOD's)

Cc to IQAC co-ordinator, College website

Cc to: E.O. (S&PR), Cc to S.M.

CC to Librarian (UG / PG), ISSG, TPO, PD.

CC to Attendance Section, Students notice board, General notice board.

CC to File.