

# **SRI VENKATESWARA COLLEGE OF ENGINEERING**

(Autonomous Institution – Affiliated to Anna University)

Pennalur, Sriperumbudur Tk - 602 117, Tamil Nadu, India

## **GRIEVANCE REDRESSAL CELL (GRC)**

The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the Students Council. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/suggestion box of the Grievance Cell at Administrative Block.

### **Objective:**

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. A Grievance Cell should be 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 strife free 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 is installed in front of the Administrative Block 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 the Students to refrain from inciting Students against other Students, Teachers and College administration
- Advising all staffs 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 and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

### **MECHANISM FOR REDRESSAL OF GRIEVANCES OF STUDENTS and STAFF**

The students are the main stakeholders in any institution imparting education, and it is our endeavour to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit in consideration the institute has decided to provide mechanism to students for Redressal of their grievances as under:

The Grievances may broadly include the following complaints of the aggrieved students

- a. Academic
- b. Non-Academic

- c. Grievance related to Assessment
- d. Grievance related to Victimization
- e. Grievance related to Attendance
- f. Grievance related to charging of fees
- g. Grievance regarding conducting of Examinations
- h. Harassment by colleague students or the teachers etc.

It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for all round development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a Grievance Redressal Cell has been constituted. The cell is indented to find solutions for problems like, (i) Sexual harassment - any kind of physical or mental harassment (ii) Complaints regarding class room teaching - class room management, completion of syllabus, teaching methods, etc., if and when they arise. The Grievance Redressal Cell convenes meetings periodically and takes steps to redress the grievance.

Students and staff complaints → Department grievance committee → Institute level grievance committee → Central grievance committee

There will be Grievance Redressal Committees at the Department / Institute / Central level to deal with the grievances of the students and staff.

**1. Department level Grievance Redressal Committee will be as under:**

- i. Head of the Department - Chairman
- ii. Up to 3 (three) faculties to be nominated by the Head of Department

This committee will deal with the Grievance related to Academic and Administrative matters of the Department.

**2. Institute level Grievance Redressal Committee will be as under:**

- i. Dean (Students' Welfare) - Chairman
- ii. Up to 5 (five) senior faculties to be appointed by the Head of Institute as members

This committee will deal with all the Grievances directly which is related to the common problems at Institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by the student against the decision of the Department level committee.

**3. Central Grievance Redressal Committee will be as under:**

- i. Principal - Chairman
- ii. Convenor - Dean (Students' Welfare)
- iii. Head of Department concerned
- iv. Senior professor

This committee will deal with all the Grievances directly which is related to the common problems at institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by student against the decision of the Institute level committee.

### **Procedure for Redressal of Grievances**

1. An aggrieved student who has the Grievance or Grievances at the Department level shall make an application first to the HoD. The Head of Department after verifying the facts will try to redress the grievance within a reasonable time. If the student is not satisfied with the verdict or solution of the HoD, then the same should be placed before the Department level committee.
  2. If the student is not satisfied with the decision of Department committee, he/she can submit an appeal to the Institute level grievance committee within a week from the date of the receipt of the reply from the Department level committee.
  3. The convenor of Institute grievance committee, after verifying the facts and the papers concerned and having discussion within the Chairman of the Department committee will place the matter before the Institute level committee which shall either endorse the decision of the Department level committee or shall pass appropriate order in the best possible manner within a reasonable time.
  4. If the student is not satisfied with the Redressal offered by the Institute level committee and feels that his/her Grievance is not redressed, he/she can submit an appeal to the central grievance committee within a week from the date of receipt of decision with the relevant details.
- While dealing with the complaint the committee at all levels will observe law of natural justice and hear the complainant and concerned people.
  - While passing an order on any Grievance at any level the relevant provisions of Act/Regulations should be kept in mind and no such order should be passed in contradiction of the same.
  - The student will submit the application of Grievance or appeal to the Institute level committee or central grievance Redressal committee, as the case may be, through the Head of Department and Head of Institute concerned.

### **Scope:**

The cell will deal with Grievances received in writing from the students about any of the following matters:-

- **Academic Matters:** Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- **Financial matters:** Related to dues and payments for various items from library, hostels etc.
- **Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

**Functions:**

- The cases will be attended promptly on receipt of written grievances from the students.
- The cell formally will review all cases and will act accordingly as per the Management policy.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

**Procedure for lodging complaint:**

- The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it in boxes.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

**RESPONSIBILITY FOR REDRESSAL**

1. The final responsibility for grievance Redressal rests with the Principal of the college.
2. The college expects that grievance Redressal be time bound and result oriented. Every grievance is expected to be resolved within a reasonable period.
3. The grievance Redressal cell of the college shall monitor status and progress of grievance Redressal and shall furnish report on grievance Redressal position to the Principal.

**Powers:**

- In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students.
- In case the members fail to find out any solution then the matter is referred to the Principal for final commitment on the matter.
- Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion the matter is solved. If anybody is found to be guilty for any kind of nuisance he or she is given punishment with due consideration with the Principal. The nature of punishment, information to the police (if situation arises for so) and expelling from the college are as per the rule of the institute.

**Exclusions:**

The grievance Redressal cell shall not entertain the following issues:

- Decisions of the Governing body, 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.

**Composition:**

The cell is having the provision of being reconstituted every year if situation arises for so by the Principal himself along with suggestions sought from the in charge administrative body. Care has to be taken to select staff members from each stream.