


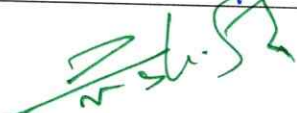



GRIEVANCE REDRESSAL POLICY



Grievance Redressal Policy Documents

| Name of the Policy | Grievance Redressal Policy | Policy Number | SVCET2023/10 |
|----------------------------------|--|-----------------------------------|--------------|
| Prepared by | Mrs.K. Sujatha AP/ECE Department, SVCET. | Date of Submission | 16.02.2023 |
| Reviewed by | Dr.V. Nagaraj, IQAC- Coordinator, SVCET | Revised Date (if any) | Nil |
| Approved by | Dr.S. PradeepDevaneyan Principal, SVCET. | Date Approval | 17.02.2023 |
| To whom the policy is applicable | Staffs of SVCET. | Version Number/Frequency no | 2/5 |

| S. No | Name of Authority | Designation | Signature |
|-------|------------------------|------------------------------|---|
| 1. | Mrs.K. Sujatha | AP/ECE Department, SVCET. |  |
| 2. | Dr.S. PradeepDevaneyan | Principal, SVCET |  |
| 3. | Dr.V. Nagaraj, | IQAC- Coordinator, SVCET |  |





sri venkateshwarar
College of Engineering & Technology

ASPIRE TO EXCEL
Ariyur, Puducherry-605102.



GRIEVANCES AND REDRESSAL POLICY

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1. Introduction

Sri Venkateshwaraa College of Engineering and Technology is committed to providing a safe, fair and harmonious working environment. The Grievance Redressal cell is set up for handling day to day grievances related to Students, Faculty, non-teaching Staff and Parents as per guidelines of AICTE and UGC. Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner involving effective procedures and promptness while maintaining necessary confidentiality.

2. Objectives

A Grievance Redressal cell has been constituted for the redressal of problems reported by the Students of the College with the following objectives.

- Upholding the dignity of the college by ensuring strife free environment through promoting cordial Student-Student relationship and Student-Teacher relationship.
- Encouraging the Students to express their grievances/problems freely and frankly, without any fear of being victimized.
- Suggestions/Grievance box have been installed in front of the administrative block in which the Students 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 Students to refrain from inciting students against other Students, Teachers and College Administration.
- 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 and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the principal.



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3. Definitions

I. Grievance: Grievance means a complaint that includes any discontent or dissatisfaction or negative perception, arising out of anything connected with the University/Institution that a Student or Parent or Staff member thinks, believes or even feels, is unfair or unjust or inequitable.

II. Grievant: Grievant means a Student, Parent or even a Staff member submitting the grievance

III. Days: The term 'days' means working days excluding Sundays, Holidays or Vacation days as indicated in the academic calendar.

IV. Dissatisfaction: Anything that disturbs a Student or Parent or Staff member, whether or not the unrest is expressed in words.

4. Constitution of the Grievance Redressal Cell

The Grievance Redressal Cell constitutes the following members

| S. No | Designation | No. of Members |
|--------------|-------------------------------------|----------------|
| 1 | Presiding Officer /Secretary Member | 1 |
| 2 | HOD's/Faculty | 6 |
| 3 | Student representative | 2 |
| 4 | Counsellor (if required) | 1 |
| Total | | 10 |

5. Schedule of Meetings

- GRC would convene its meeting twice a semester.
- GRC shall open the Grievance box every Monday.
- GRC would meet and attend to any case as per need/emergency of the situation.





6. Types of Grievances

Various types of grievances the Grievance Redressal Cell deals with are listed below

| Types of Grievances | Specification |
|-------------------------------|--|
| Academic related issues | Admissions, Examinations, Assessments, Evaluation, Library facilities, Issuance of certificates, Add-on courses, Research related issues etc. |
| Extension and Extracurricular | Students club registration, Award of non-academic credits, Physical Education etc. |
| Amenities and maintenance | Hostel facilities- Allocation of rooms, Standard of the meal, Wi-Fi internet connectivity, Utility-stores, Computer facilities, Drinking water, Sanitation and hygiene, Maintenance, Medical facilities etc. |
| Placements and Internships | On-campus or Off-campus interviews, soft skills training, Internships etc. |
| General administration | A collection of online fee payment gateway, ID cards, Scholarships, HR related issues, Transportation etc. |
| Other related issues | Safety and security, Discipline, Misbehaviour, Emergency services etc |

7. Exclusions

The following Complaints/Grievances shall not be entertained by the Grievance Redressal Cell for consideration and shall be taken as null and void.

1. Complaints in matters where the grievant is not affected directly or indirectly.
2. Decisions with regard to the Award of Fellowships, Fee concessions, medals etc.
3. Decisions with regard to Disciplinary matters and Misconduct or Misbehaviour.
4. Decisions with regard to recruitment and selection.
5. Decisions by Competent Authority on assessment and examination result/revaluation or remarking of answer sheets.
6. Anonymous and frivolous complaints.
7. Rules, regulations, ordinances, statues and other such promulgations of the college.





8. Standard Operating Procedure (SOP)

Any Student or Parent or Staff member who wishes to initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective department, who will first address the issue and to resolve it within 7 working days.

If there is no response within the stipulated time from the respective department or if the grievant is not satisfied with the response/resolution, the grievant is free to represent his/her grievance to the College Grievance Redressal cell through Grievance box/ may directly submit his/her grievance in writing via email at grievancecell@svcet.ac.in in person to the Secretary member of the Grievance Redressal cell.

9. Grievance Redressal Mechanism

1. **Submission of grievance:** Any aggrieved Student or Parent or Staff with a genuine grievance will submit his/her grievance in writing along with necessary documents, if any, through any of the following modes:
 - i. Sending via email at grievancecell@svcet.ac.in.
 - ii. Submitting a signed hard copy of the grievance complaint in person to the Secretary member of the Grievance Redressal Cell.
 - iii. Dropping in the Suggestion box.
2. **Acknowledgement:** The Grievance Redressal Cell shall acknowledge the receipt of each grievance complainant immediately. In case of email at grievancecell@svcet.ac.in the sender will receive an instant auto reply acknowledging the receipt of his/her email.
3. **Forwarding:** Upon receipt of grievance, the Grievance Redressal Cell shall categorize, analyse the merits of the grievance, and forward the grievance to the respective department requesting them to enquire into the grievance and redress within such period as may be specified, not exceeding 7 days from the receipt of grievance complaint.
4. **Communicating the decision:** The Grievance redressal Cell will make a thorough review of the redressal process. In case, if the committee feels satisfied with the resolution provided by the respective department, then it will intimate the same to the grievant via email which shall be binding to all.
5. **Closure of complaint:** The complaint shall be considered as disposed off and closed when
 - i. The grievant has accepted the resolution.
 - ii. The grievant has not responded within 7 days from the date of receipt of information on resolution.





6. Monitoring and timeframe: Ariyur, Puducherry-605102. The Grievance Redressal Cell shall ensure the redressal/disposal of every grievance within a period of one month from the day of receipt of application/grievance complaint.

7. Records and documentation: In order to monitor redressal process from time to time, Grievance Redressal Cell shall maintain a grievance register containing following heads as given in the table

| Date of receipt of grievance/complaint | Name & Address/Contact details of the grievant | Nature of grievance/Complaint | Name of the department from which resolution sought | Date on which the respective department was asked | No. & date of Reminders Issued | Date on which the solution arrived | Date of supply of suitable information to the applicant |
|--|--|-------------------------------|---|---|--------------------------------|------------------------------------|---|
|--|--|-------------------------------|---|---|--------------------------------|------------------------------------|---|

***The register will be treated as confidential and may not be accessed by anyone other than the members of the Grievance Redressal Cell.**

8. Appeal: If the grievant is dissatisfied with the decision/resolution of the Grievance Redressal cell, then he/she can appeal the decision to Ombudsman within seven days of the receipt of the cell's decision. The Ombudsman shall provide a final decision within thirty days of receipt of the appeal, which shall be binding to all concerned.

10. Organization wide awareness

Awareness among students is created by

- Organizing awareness program once in a year
- Display in notice boards
- Display of posters
- Departmental level meetings

