



## **SRI GANESH COLLEGE OF ENGINEERING AND TECHNOLOGY**

**(PONDY CUDDALORE ECR ROAD) MULLODAI PONDICHERRY - 607402**

### **GRIEVANCE REDRESSAL POLICY**

The College has a Students' Grievance Redressal Committee. 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 the officer in-charge of Students' Grievance Redressal Committee or The Principal.

#### **Objective:-**

The objective of the Grievance Redressal Committee 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 Redressal Committee 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 strike 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 has been installed in front of the Administrative Block in which the Students, who want to remain anonymous, may drop their written 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 any student/students against other student/students, teacher's 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.

### **Scope:-**

The Committee deals 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 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 the format attached and drop it in boxes placed at conspicuous location.
- The GRC 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.

- Grievances related to fees etc. will be taken up only if the relevant financial documents like demand drafts etc. are attached.

The Committee is required to contribute effectively to dispose the grievances at the earliest. A registry to register the compliant is established and kept in the Principal office under the Supervision of Administrative officer. On receipt of the Compliant, the staff in-charge of the registry will submit the same to the Member Secretary of the “Grievance Redressal Committee”. The Committee will meet, after giving prior notice to the complainant, on their day of Convenience. An aggrieved Student or Parent may appear in person to present his/her case.

In case, the complainant is not satisfied with the decision of the Committee, he/she may send his/her appeals to the “OMBUDSMAN” appointed by Pondicherry University. The OMBUDSMAN will fix a date for hearing the Complainant which shall be communicated to the Institute and the aggrieved person.

The Institution shall comply with the order of the Ombudsman. Any order of the OMBUDSMAN not complied with by the Institution, will be reported to AICTE for appropriate action.

In case of any false/frivolous Complaint, the ombudsman may order for taking appropriate action against Complaint.

#### **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 results.

#### **Establishment of a Grievance Redressal Committee.**

In order to comply with the AICTE Regulation for addressing, student’s or Parent’s grievance. “Grievance Redressal Committee” of Sri Ganesh College of Engineering and

