



DTE Code: TN4139



HARC A+ Accredited

STUDENT GRIEVANCES REDRESSAL POLICY

Guidelines for Student Grievances Redressal Committee

Cell: Making mechanism to resolve any other technical/non technical issues in technical Institutions imparting technical education.

Reports To: Head of the Institution

Position Summary:

The student grievances coordinator is responsible to provides mechanism to the students for redressal of their grievances with regard to their complaints on academic and non-academic matters and resolve their issues.

STUDENT GRIEVANCE REDRESSAL COMMITTEE Constitute (SGRC):

- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Student Grievance Redressal Committee (SGRC).
- (ii) Every AICTE approved institution shall constitute Student Grievance Redressal Committee (SGRC) with the following composition, namely:
 - a. Principal of the college - Chairperson;
 - b. Three senior members of the teaching faculty to be nominated by the Principal - Members and out of three one member shall be female and other from SC/ST/OBC category;
 - c. A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities- Special Invitee.

- (iii) The term of the members and the special invitee shall be of two years.
- (iv) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (v) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (vi) The SGRC shall send its report with recommendations, if any, to the concerned institution and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

PROCEDURE FOR REDRESSAL OF GRIEVANCES BY STUDENT GRIEVANCE REDRESSAL COMMITTEES:

The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:


- Academic issues pertaining to teaching, learning and evaluation activities.
- Student-teacher, student-student grievances.
- Grievances related to library and IT services.
- Grievances related to sports, cultural.

(i) The grievances shall be redressed depending on the nature of the grievance. The Grievances are invited through written complaint, Online complaint & suggestion boxes provided in each floor of the building.

(ii) On receipt of an written/online complaint, the institution shall refer the complaint to the appropriate Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.

(iii) The Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.

(iv) An aggrieved person may appear either in person or authorize a representative to present the case.



- (v) Grievances not resolved by the Student Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period provided in these regulations.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee, in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the Council, which shall take action in accordance with the provisions of these regulations.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons there for as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the institution shall place it for general information on its website.
- (ix) The institution shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the Council any failure on the part of the institution to comply with the recommendations.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.
- (xi) An aggrieved student who has any grievances at the Programme level shall make an application first to the Programme Coordinator/Class Coordinator/ Mentor as the case may be. They, after verifying the facts shall try to redress the grievance within a reasonable time, preferably within a week of the receipt of the complaint. If the student is not satisfied with the verdict or solution of the Programme Coordinator/Class Coordinator/Mentor, as the case may be then the same should be placed before the Head of the Institution that is Dean/Principal and the Dean/Principal shall, if necessary refer the same to the respective (Constituent) College level committee (Students Grievance Redressal Cell) for redressal.



(xii) The Constituent college level Committee, in turn, shall verify the facts and try to redress the grievance within a reasonable time, preferably within a week. If the student is not satisfied with the verdict or solution of the constituent college level Committee then the same shall be placed before the University level Committee.

Committee is responsible for:

- All the grievances of the students/staff which could not be settled in the routine process should be referred to this committee.
- Committee tries to settle the issues amicably in a time bound manner.
- Introduces a reasonable and reliable solution for grievances of various issues received from students/parents.
- Ensures that the grievances are resolved on time impartially and confidentially.

Depending upon the nature and gravity of the offence the following action will be taken by committee with prior permission of institute:

- (i) Cancellation of admission.
- (ii) Suspension from attending classes.
- (iii) Withholding/withdrawing scholarship/fellowship and other benefits.
- (iv) Debarring from appearing in any test/examination or other evaluation process.
- (v) Debarring from representing the institution in any regional, national or international meet, tournament, youth festival, etc.
- (vii) Rustication from the institution for period ranging from 1 to 4 semesters.
- (ix) Expulsion from the institution and consequent debarring from admission to any other institution.
- (x) Collective punishment: when the persons committing or abetting the crime of ragging are not identified, the institution shall resort to collective punishment as a deterrent to ensure community pressure on the potential raggers.




PRINCIPAL
JHULELAL INSTITUTE OF TECHNOLOGY
NAGPUR.