



SRI MANAKULA VINAYAGAR ENGINEERING COLLEGE

(An Autonomous Institution)

Puducherry - 605 107



GRIEVANCES REDRESSAL CELL

Policy

Version 2.0



SRI MANAKULA VINAYAGAR ENGINEERING COLLEGE
(An Autonomous Institution)

Puducherry - 605 107

NOTIFICATION

Ref: **SMVEC / IQAC / ACAD / JAN 2023**

Date: **10-01-2023**

In the pursuance of the resolution passed by the Governing Body Meeting at its meeting held on December 31, 2022 in its resolution no. GB 2022.05.09 and the decision was taken by the Management of SMVEC

It is hereby notified for information of all concerned that the Sri Manakula Vinayagar Engineering College, Puducherry has published the Grievances Redressal Cell Policy. This will come into force with immediate effect.


Dr. AA. Arivalagar
IQAC coordinator


Dr. S. Anbumalar
Dean Academics (Circuit)


Dr.V.S.K. Venkatachalapathy
Director cum Principal

POLICY FOR GRIEVANCES REDRESSAL CELL OF SRI MANAKULA VINAYAGAR ENGINEERING COLLEGE, PUDUCHERRY

INTRODUCTION

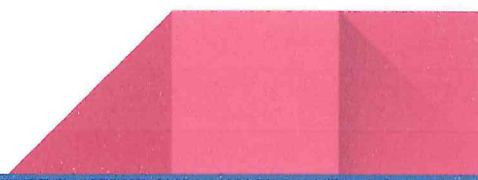
Grievance Redressal Committee has been constituted in our college in accordance with the regulations of All India Council for Technical Education (AICTE) /University Grants Commission to address the grievances of the students and the staff members, which arises then and there of various schools running under our Autonomous system. An informal grievance redressal system is also under the direct supervision of the Head of the Institution and the Management members of the institution.

The committee functions with the following objectives:

- To uphold the dignity of the College by ensuring strife free atmosphere in the College through promotion of cordial Student-Student relationship, Student-Staff relationship and Staff-Staff relationship etc.
- To encourage the students/staff to express their grievances / problems freely and frankly, without any fear of being victimized.
- To ensure effective solution to the grievances of students and staff members with an impartial and fair approach.
- To provide responsive, accountable and easily accessible machinery for settlement of grievances and to take measures in the college undertakings to ensure expeditious settlement of grievances of Students and Staff members in order to maintain a harmonious educational atmosphere in the institution.
- To assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

SCOPE OF THE GRIEVANCES

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

- Grievances related to Academics in nature
 - Issues related to infrastructure, basic amenities, sanitation,transport etc.
 - Issues related to evaluation by staff members
 - Grievances related to Victimization
 - Grievance regarding Examinations related matters
 - Harassment by peer students or the teachers etc.
- 

STRUCTURE OF GRIEVANCE REDRESSAL COMMITTEE AND ITS FUNCTIONS

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

Department Grievance Committee will be as under:

1. Head of the Department - Chairman
2. Up to 3 faculties to be nominated by Head of the Department

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

a) Institute Level Grievance Committee will be as under:

- i. Senior faculty - Chairman
- ii. Up to five senior faculties to be deputed by Head of the Institute as members.

This committee is responsible for all the grievances directly related to the academic and administrative complaints at the institution. Additionally, the committee will also adjudicate appeals filed by a student against the decision of the Department-level Committee for the same purpose.

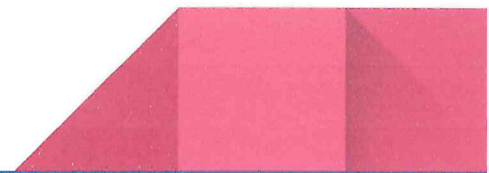
b) Central Grievance Redressal Committee will be as under:

- i. Principal
- ii. Convener of the Faculty concerned
- iii. Head of the Department concerned
- iv. Senior Professor

This central committee is responsible for all the grievances directly related to the academic and administrative complaints at the institution. Additionally, the committee will also adjudicate appeals filed by a student against the decisions of the Institution-level Committee.

FUNCTIONS

- i. Any complaint relating to the Department shall be addressed by the aggrieved student to the Head of the department, who will deal either at Department level or at Institute level.
- ii. In case the said grievance does not get resolved within five working days of the receipt of the complaint in the department, the same shall automatically be forwarded to the

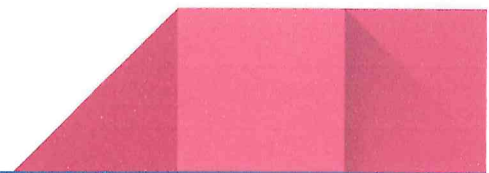


Institute Level Grievance Committee.

- iii. The **Institute Level Grievance Committee** shall submit its report with recommendations, if any, to the Head of the Institution, with a copy thereof to the aggrieved student, within a period of fifteen days from the date of receipt of the complaint.
- iv. In case, the aggrieved student remains unsatisfied, he/she may take up the matter to the level of **Central Grievance Redressal Committee**. Likewise, the Institute may either accept the recommendations for follow up action or may, at its discretion, take up the matter to the level of **Central Grievance Redressal Committee**.
- v. Any student aggrieved by the decision of the **Central Grievance Redressal Committee** may prefer an appeal to the Head of the Institution who shall, within a period of fifteen days from the date of receipt of the appeal, take a final view which shall be communicated to the aggrieved student within the next three working days.

PROCEDURE FOR LODGING COMPLAINT

- Collection of grievances through various modes such as in person, email, suggestion box, online grievance form, feedback through Quality Circle Meeting, counselors, class advisors and Head of the Departments.
- 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.
- Grievance Application Form PROCEDURE FOR REDRESSAL OF GRIEVANCES
- Analyze the issue with the committee members and the persons involved in it.
- Identify alternate source of actions and find the best feasible solution to the grievance addressed.
- Report submitted to Head of the Institution.
- Provide the solution to resolve the grievance.
- Collect feedback from the person concerned, relating to grievance redressal.
- Conduct meeting periodically to discuss the posted issues and effectiveness of feasible solutions in resolving the posted grievances. However, based on the severity of the problems, meetings would be conducted immediately to solve the problem.
- After the receipt of the posted grievance from the aggrieved, the Chairman of GRC shall fix the date, time and venue of the meeting after having a discussion with the



members.

- The meeting shall be scheduled within seven days from the date of the notice.
- All relevant papers shall be circulated as hard / soft copy to all the members on or before the date of the meeting.
- After fixing the date of the meeting, a hard copy of the notice must be sent to the applicant (aggrieved) to be present in the meeting.
- The aggrieved should convey his or her grievances before the Committee during the meeting and the acknowledgement for having addressed the grievance would be placed on record.
- In case of a minor student (applicant), the student may be accompanied by his or her natural / legal guardian (either father or mother). No other external person shall be allowed other than the aggrieved and Guardian to the meeting.
- The Committee members should deliberate upon the case in light of the posted grievance of the applicant and the rules to be adhered in the institute. The brief facts, evidences and final recommendations by the Committee members should be recorded in the exclusive minutes of the meeting.
- The minutes should be circulated to all the members of the Grievance redressal Committee for their signatures.
- The decision of the Grievance Redressal Committee should be communicated through written mode to the applicant (aggrieved) at the earliest.



GRIEVANCE FORMAT – Stage I

(To be submitted to Head of Department)

Name of the grievant/Employee No./Enroll. No:

Department & Designation:

Mobile No & Email Address (if any):

Grievance details:

Undertaking

I hereby declare that the information furnished above by me is true and accurate. Further, I understand that disciplinary action can be taken against me if the aboveallegations are found incorrect or malicious.

Signature of the Grievant

Date/Time:

(for the purpose of Head of the department)

Grievance no.: (Dept. ref no.)

Received on : _____

Whether interviewed grievent : _____

Sources and results of enquiry : _____

Action taken : _____

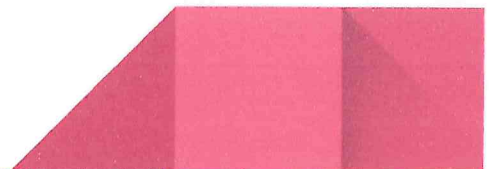
Date : _____

Signature of HOD : _____

Signature of grievant (acceptable):

Signature of grievant (not acceptable):

Reason, if not acceptable (by grievant):



GRIEVANCE FORMAT – Stage II

(To be submitted to Head of the Institution through proper channel)

Name of the grievant/Employee No./Enroll. No.:

Department & Designation:

Mobile No & Email Address (if any):

Grievance details:

Undertaking

I hereby declare that the information furnished above by me is true and accurate. Further, I understand that disciplinary action can be taken against me if the above allegations are found incorrect or malicious.

Signature of the Grievant

Date/Time:

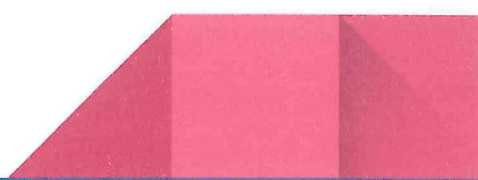
Grievance no.:

Received on:

Sources and results of enquiry:

Action taken by Director cum Principal:

Date:



Records:

The Committee should ensure that the following minimal set of records is kept for matters attended by the Committee. It shall be the responsible unit, that ensures the filing and safe maintenance of the records.

- The nature of the grievance
- Written grievance statement
- Action taken with reasons to be taken
- A written statement of the decisions
- Minutes of the meeting

Confidentiality

All members of the Grievance Committee and those assigned for maintaining records, as well as any staff member questioned in relation to an issue at hand, are bound by the duty of confidentiality at all times and hold in confidence, all documentation and information exchanged in the process.

