



OBJECTIVES OF GRIEVANCE REDRESSAL CELL

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 which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improvement of 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.

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 the website link google form provided.
- 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.

COMPOSITION

The grievance redressal cell of the institute having provision of teaching staff has its members and Principal as the chairman. 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 is taken to select staff members from each stream. The cell meets twice in solve the grievances thus raised by the students in the class committee meeting.

The Committee Members are as follows:

Head: Principal

Coordinator: Ms. M. Menaka AP/CSE

Members:

1. Mr. A. Anandamurali – AP/MECH
2. Ms. B. ThulasiBrindha – AP/EEE
3. Ms. K. Maithili – AP/CSE
4. Ms. S. Sarah – Assoc. Prof/IT
5. Ms. M. Rathika – AP/ECE
6. Ms. V. Amudha – AP/S&H
7. Ms. M. Gayathri – AP/MBA

MECHANISM FOR REDRESSAL OF GRIEVANCES OF STUDENTS and STAFF

The students are the main stakeholders in any institution imparting education, and it's 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

It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for the all round development of an individual's personality to realize the primary needs of the students and staff and secure civil liberties for everybody. The cell is indented to find solutions for problems like sexual harassment –any kind of physical or mental harassment, 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, record the minutes and takes steps to redress the grievance.

