

Policy Number: DSCET/IQAC/009

**DHANALAKSHMI SRINIVASAN
COLLEGE OF ENGINEERING AND TECHNOLOGY**

Grievance redressal policy

Approval Date : 23rd April 2021

Governing Body Resolution : 23rd April 2021

Issued for Implementation : 26th April 2021

Objectives:

Addressing the grievance(s) of students and staff is a part of democratic process. The policy intends to guide the college administration, faculty members, other staff and students on available mechanisms for addressing their grievances.

Scope:

Dhanalakshmi Srinivasan College of Engineering and Technology is committed to provide a friendly and harmonious environment in the campus for the students and employees. This would cause a memorable feeling among them.

Any one dissatisfied with any decision may approach the redressal mechanism process. The college has established the mechanism and process for redressal of grievance of students and employees. This is in accordance with UGC and AICTE guideline.

The grievances which fall under the domain of the policy includes any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything connected with the college that a student or an employee think, believes, or feels, is unfair, unjust or inequitable. The philosophy of the college is to ensuring strife free atmosphere in the Institute through promoting cordial relationship among students, staff members and inters relationship between students and staff.

The Grievances may broadly include the following:

- **Academic Matters:**

Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters, class room activities, labs, industrial visits, guest lectures, placement & training programs.

- **Financial matters:**

Related to dues and payments for various items from library, hostels, transport etc.

- **Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food (Canteen& Hostels), availability of transport, victimization by teachers etc.

The following issues are excluded from the domain of this policy:

- Decisions of the university's academic bodies;
- 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 course offered by the institute.
- Decisions by competent authority on assessment and examination result.
- Decisions related to Women grievances and ragging.

The college website provides details of the information including Email for submitting grievances.

General Guidelines:

- The redressal mechanisms can be divided into two categories: Mechanisms for Students; and Mechanisms for Faculty Members and Other Staff.
- The mechanisms would be in compliance with UGC and AICTE guidelines.
- This does not cover issues like Ragging, Sexual Misconduct and Examination.

Grievance Redressal for Students:

- The college should publish the prospectus giving full details: programmes available, eligibility criteria, number of seats, fee structure, including late payment procedure.
- College establishes students' grievance redressal committee. This may consists of:
 - A Professor - Chairperson
 - Four Professors / Senior faculties - Members

- A representative from students nominated on academic merit / excellence in sports or performance in co-curricular activities - Special Invitee.
- At least one member or the Chairperson shall be a woman and at least one member or the Chairperson shall be from SC/ST/OBC category.
- Period of Office: Special Invitee - One Year; All others - Two years.
- The redressal committee should submit its recommendation to the Principal within 15 days of receipt of complaint.
- Receiving Complaint: Through mail, grievance box or through website.
- If student is aggrieved by the decision of the grievance redressal committee, he / she may approach Ombudsperson within 15 days of receipt of the decision. The college needs to appoint Ombudsperson as per UGC's guideline.

Grievance Redressal for Staff:

- College establishes complaint redressal committee which may consist of:
 - Principal - Chairperson
 - One Senior Professor from the Affiliating University - Member
 - One Official from University / Directorate of Technical Education / or, a nominated person by the University Vice Chancellor / Directorate of Technical Education - Member.
 - One Senior Faculty not below the rank of Associate Professor - Member.
- A complaint from an aggrieved faculty / staff is to be addressed to the chairperson, Grievance Redressal committee.
- Committee should send its report with recommendations to the concerned University / Directorate of Technical Education with a copy to the aggrieved staff within 15 days of the receipt of the complaint,
- If the member is not satisfied with the decision of the committee, may approach the concerned University.
- The college should put the relevant information on the website.