

JAYA INSTITUTE OF TECHNOLOGY, THIRUVALLUR-631204

STUDENTS GRIEVANCE REDRESSAL CELL

As per the notification published by all India Council for Technical Education, New Delhi (AICTE, New Delhi) (Redressal of Grievance of Students) Regulation, 2019 vide F. No.1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019). All concerned are hereby informed that following Redressal of Grievance of Students Committee is constituted at institute level as per AICTE guidelines.

Sr. No.	Name of the Member	Category	Designation	Position
1	Prof. Dr. V.S.DHARUN	OPEN	PRINCIPAL	Chairperson
2	Prof. Dr.W. A. AUGUSTEEN	OPEN	Professor	Member
3	Prof. P.RAMU	OPEN	Assistant Professor	Member
4	Prof. S.GANESH	OBC	Assistant Professor	Member
5	Mr.E.VIJAY (IV Year Food Tech)	SC	Student	Invitee

1. Introduction

The function of the Student Grievance Redressal Committee (SGRC) is to look into the complaints lodged by any student, and judge its merit. The SGRC is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the head of the institute. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the SGRC at Administrative Block. Grievances may also be sent through e-mail to the head of the institute.

2. Objective:

The objective of the SGRC is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A SGRC 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 front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their 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 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.
- ✓ To investigate the cause of grievances.
- ✓ To ensure effectual solution to the online submitted grievances by stakeholders like students, faculties and parents.

3. Scope:

The SGRC 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.
- ✓ Non-payment or delay in payment of scholarships to eligible student that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority.

4. Functions:

- ✓ Institutes have provided an online portal (<https://www.jitcollege.edu.in/grievance>) facility where any aggrieved students may submit an application seeking Redressal of grievance.
- ✓ On receipt of an online complaint, the institution refers the complaint to the Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- ✓ After receipt of the online complaint, the Student Grievance Redressal Committee fixes a date for hearing the complaint which is communicated to the aggrieved students. 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
- ✓ 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.
- ✓ After the resolution of the complaint, the SGRC provide the copy of the order with signature to the student and the institution place it for general information on its website.

5. Procedure for lodging complaint:

- ✓ The students may feel free to put up a grievance in writing/or in the format available in the admin department and drop it in boxes or fill form online at website <https://www.jitcollege.edu.in/grievance>
- ✓ 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.