

Geethanjali College of Engineering and Technology (Autonomous)

(Approved by AICTE, Permanently Affiliated to JNTUH, Accredited by NAAC with 'A' Grade)
Cheeryal (V), Keesara (M), Medchal Dist., Telangana - 501 301

Grievance redressal mechanism for students

Introduction: Keeping student welfare as highest priority and to fulfill obligations as prescribed by AICTE (AICTE Regulation No. 37-3/Legal/2012), the institution drafted the Student Grievances Redressal policy. In order to redress individual as well as collective grievances of the students, a grievance redressal mechanism has been devised at Geethanjali College of Engineering and Technology.

Grievance: A grievance may be any kind of dissatisfaction or discontent or negative perception, whether expressed or not, arising out of anything connected with institution that a student thinks, or even feels, is unfair, unjust or discriminatory. Grievances may also relate to academic and non-academic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, etc.

Objectives of Grievance Redressal Committee: The purpose of the grievance redressal committee is to ensure a speedy response to and accountability of all concerned to the students of the Institution.

The objectives of the Grievance Redressal Committee are as under: -

- Maintaining harmonious Student – Student and Faculty –Student relationship
- Creating an environment in which students can freely express their grievances without fear of discrimination or victimization
- Counseling students to refrain from provoking of their fellow students against faculty and staff of the Institution.
- Although the anti-ragging committees are in place, the student if he/she so wishes to bring any incident of ragging to the notice, speedy action and protection of the student will be ensured.
- Any grievance /complaint relating to sexual harassment will be forwarded to women protection cell for addressing such matters.

Jurisdiction of the Committee:

The committee shall deal with the following grievances received:

- Academic Matters – Issues related to marks, grade cards and other examination related matter, Issue of Transfer Certificate etc.
- Financial Matter – relating to dues and payments
- Administration Matters – Infrastructure related, food, sanitation, transport or victimization

Constitution of the Grievance Redressal Committee (GRC):

1. Dean, Student Affairs
2. HoD/ In-charge of Department/Section concerned
3. Minimum Two Senior Professors
4. Minimum One Associate/Assistant Professor from Management Studies
5. Minimum Two Assistant/Associate Professors
6. Minimum Two Student Representatives

Dean - Student affairs will be the Chairperson; other members will be nominated yearly on rotation basis. Committee will be appointed by the Principal with concurrence of the Management.

Procedure for Redressal of Grievance

- The aggrieved student can lodge his complaint in writing or through online form, which is available in www.geethanjaliinstitutions.com.
- An aggrieved student shall first submit his complaint in writing to his/her mentor who shall resolve the grievance within two days. If mentor resolves the issue, action taken report will be submitted to Chair person.
- In case the mentor is not able to resolve the grievance, shall forward it to the chairperson of the Grievance Redressal Committee of the institution.
- The chairperson of the Grievance Redressal Committee shall convene a meeting of the committee within 2 days of receiving the complaint from the faculty mentor or from the aggrieved student in case he/she applies directly to the chair person.
- The chairperson shall attempt to resolve the grievance within a week, from the receipt of the complaint and the resolutions will be recorded.
- If the student is still not satisfied with the solution of the Grievance Redressal committee of the institution, then the grievance shall be referred to the Ombudsperson, giving the reasons for his/her dissatisfaction within a week from the date of resolution by the Grievance Redressal Committee of the institution.
- The Ombudsperson shall make all efforts to resolve the grievances within a period of 15 days of receiving the appeal from the aggrieved student.
- At all levels, a fair hearing shall be given to all parties by all committees.

Smo

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PRINCIPAL

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