

ACT/Policy/GRC/2024-2025/047

18.12.2023

GRIEVANCE REDRESSAL POLICY

The College has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment.

Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the officer in charge of the Students' Grievance Redressal Committee or the Principal.

Objective:-

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

A Grievance Redressal Committee has been 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 a strife-free atmosphere in the College through promoting cordial Student-Student relationships and Student-teacher relationships etc.
- Encouraging the Students to express their grievances/problems freely and frankly, without any fear of being victimized.
- Suggestion/complaint Box have been 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 rights 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 staff 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 Committee deals with Grievances received in writing from the students about any of the following matters:-

Academic Matters: Related to the 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 the library, hostels, etc,

Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport etc,.

Functions:-

The cases are attended promptly upon receipt of written grievances from the students.

The Committee formally meets to review all cases and prepares a statistical report about the number of cases received, attended to, and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure:-

- The setting of the Grievance Redressal Committee for students will be widely published.
- The students may feel free to put up a grievance in the format attached and drop it in boxes placed at conspicuous locations.
- The GRC will act upon those cases which have been forwarded along with the necessary documents.
- The GRC will take up only those matters which have not been solved by the different departments.
- Grievances related to fees etc will be taken up only if the relevant financial documents like demand drafts etc are attached.

The Committee is requested to Contribute effectively to dispose of the grievances at the earliest.

A registry to register the complaint is established and kept in the Principal's office under the supervision of Dr. T. Paramasivan, Administrative officer. On receipt of the Complaint, the staff in charge of the registry will submit the same to the Member Secretary of the "Grievance Redressal Committee". The Committee will meet, with a piece of information to the complainant on their day of Convenience. An aggrieved Student or Parent may appear in person to present his/her case.

In the case that the complainant is not satisfied with the decision of the Committee, they may send their appeals to the "OMBUDSMAN" appointed by Anna University. The OMBUDSMAN will fix a date for hearing the Complainant which shall be communicated to the Institute and the aggrieved person.

The Institution shall comply with the order of the ombudsman. Any order of the OMBUDSMAN not complied with by the Institution will be reported to AICTE for appropriate action.

In case of any false/frivolous Complaint, the ombudsman may order appropriate action against the Complaint.

Exclusions:-

The Grievance Redressal Committee shall not entertain the following issues:

- Decisions of the Executive Council, Academic Council, Board of Studies, and other Administrative or Academic Committees constituted by the University.
- Decisions concerning the award of scholarships, fee concessions, medals, etc.
- Decisions made by the University about disciplinary matters and misconduct.
- Decisions of the University about admissions in any courses offered by the Institute.
- Decisions by the competent authority on assessment and examination results.

Establishment of a Grievance Redressal Committee.

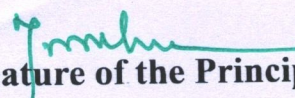
To comply with the AICTE Regulation for addressing a student or Parent's grievance in a Technical Institution, the "Grievance Redressal Committee" of Arjun College of Technology has been constituted with the following Staff in different positions to enquire about the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same.

GRIEVANCE REDRESSAL COMMITTEE:

S.No	Name of the Faculty	Designation	Position	Email & Mobile no
1.	Dr.N.Janaki Manohar	Principal	Chairperson	9941143542 principal@actechnology.in
2.	Dr.L.Vigneash	Associate Professor	Member Secretary in General	9944222046 dr.vigneashl@actechnology.in
3.	Dr. C. Prabha	HOD/Mech	Member Secretary in Women's	9944027396 prabhac1979@gmail.com
4.	Dr.D.Satya raj	HOD/ECE	Member	9944102030 sakthicz@gmail.com
5.	Prof.S.Sugavanam	AP/AI&DS	Member	9629940993 vanam_lingam@yahoo.com
6.	Dr.Ragavendar	HOD/General Engineering	Member	9943612646 ragavendar@actechnology.in
7..	Dr. T. Paramasivan	Administrative Officer	Member	9791114766 tparamasivan@actechnology.in
8.	Ms.Sakthi Sree	III/ECE	Special Invitee	6380057513 sakthisree@gmail.com

The Student or Person, who are willing to launch any complaints, shall send their representation for redressal of their grievance to the above Grievances Redressal Committee.

All aggrieved parents and the stockholders may also thenceforth approach to the Grievance Redressal Committee.


Signature of the Principal

PRINCIPAL
ARJUN College of Technology
Thamaraikulam, Kinathukadavu
Coimbatore - 642 120