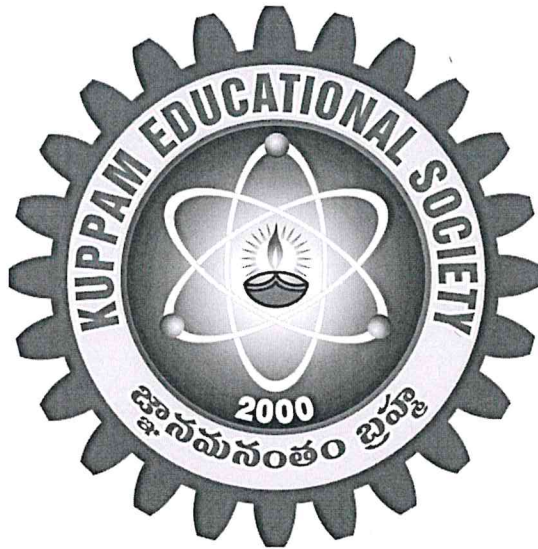


KUPPAM ENGINEERING COLLEGE
KUPPAM - 517 425



GRIEVANCE REDRESSAL POLICY

GRIEVANCE REDRESSAL POLICY

The College has a Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student/faculty, 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 Students' Grievance Redressal Committee or Principal.

Objective:

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

Functions & Responsibilities:

- A Grievance Redressal committee is formed to look in to the complaints from the aggrieved.
- Suggestion / Compliant Box are provided at Office of Principal for staff to lodge their complaints / suggestions.
- The report of grievance committee is forwarded to Principal for further action.
- The corrective measures are taken and recorded in the register.

Students:

- To receive written complaints from students regarding any kind of grievances and suggest appropriate remedies.
- To forward recommendations to the Principal for consideration and necessary action.
- To operate suggestion boxes and attend to the suggestions on fortnight basis

Scope:

The Committee deals with Grievances received in writing from the students about any of the following matters:

Abuse:

Unfair practices, complaints of alleged discrimination by students of Scheduled Caste, Scheduled Tribe, OBC, Women, Minority, differently abled students and addressing the scholarship issues and of Scheduled Caste, Scheduled Tribe, OBC, Women, Minority, differently abled students and addressing the scholarship issues and sexual harassment cases and to provide a mechanism to innocent students and stakeholders for Redressal of their grievances.


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.




Dr. S. Sudhakar Babu
Principal
Kuppam Engineering College
V.E. Road, Kuppam - 517 425

Other Matters:

Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport etc,

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 the grievances at the earliest.

On receipt of the Compliant, the staff in-charge will submit the same to the Member Secretary of the "Grievance Redressal Committee". The Committee will meet, with the 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, the complainant not satisfied with the decision of the Committee, they may send their appeals to the "OMBUDSMAN" appointed by the Affiliating 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 Complaint Online.

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/College.
- Decisions with regard to award of scholarship, fee concessions, medals, etc.
- Decisions made by the University/college with regard to disciplinary matters and misconduct.
- Decisions of the University/college about admissions in any courses offered by the Institute.
- Decisions by competent authority on assessment and examination result.

Establishment of a Grievance Redressal Committee:

In order to comply with the AICTE Regulation for addressing, student or Parent's grievance in a Technical Institution, "Grievance Redressal Committee". KEC has constituted the Cell as per guidelines.




Dr. S. Sundhar Babu
Principal

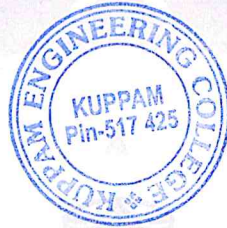
Kuppam Engineering College

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

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

Any member of KEC (staff/student) can represent their issue through electronic or paper media to any designated member in the department, cell or committee or through mail to principal. The institute has the following committees to deal with specific matters in order to maintain good order, discipline and harmonious environment on campus. The designated bodies are:

- I. Internal Complaint Committee: The main role of the committee is to address the complaints from Students and Staff.
- II. Anti-Ragging Committee: The role of the committee is to monitor, prevent and deter Ragging incidents in the Institution.
- III. SC/ST Committee: The role of the committee is to monitor, prevent and deter Caste, Scheduled Tribe, OBC, Women, Minority, and differently abled student's related incidents in the Institution.



A handwritten signature in green ink, appearing to read "S. Sudhakar Babu".

Dr. S. Sudhakar Babu
Principal
Kuppam Engineering College
P.S. Itatham, Kuppam - 517 425