

GRIEVANCE REDRESSAL CELL

The objective of the Grievance Redressal Cell

The Committee is entrusted to deal with the following complaints of the aggrieved students

- i) Making admission contrary to merit determined in accordance with the declared admission policy of the Institute
- ii) Irregularity in the admission process adopted by the Institute
- iii) Refusing admission in accordance with the declared admission policy of the Institute
- iv) Withhold or refused to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Institution with a view to induce for compel such person to pay any fee or fees in respect of any course or programme of study which such person does not intend to pursue.
- v) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such Institution.
- vi) Breach of the policy for reservation in admission as may be applicable
- vii) Complaints of alleged discrimination by students from schedule caste, scheduled tribes, OBC, Women, Minority or disable categories.
- viii) Non payment or delaying payment of scholarships to any students that such Institution is committed, under the conditions imposed by AICTE, or by any other authority.
- ix) Delay in conduct of examination or declaration of result beyond that specified in the academic calendar.
- x) On provision of student amenities as may have been promised or required to be provided by the Institution.
- xi) Denial of quality education as promised at the time of admission or required to be provided.
- xii) Non transparent or unfair evaluation practices.
- xiii) Harrassment and victimization of students including sexual harassment and
- xiv) Refund of fees on withdrawal of admission as per AICTE instructions from time to time.

1) Procedure in redressal

The formal procedures for the settlement of the grievances are as follows:

- A suggestion & complain box is placed at the reception of the Institution. There is also provision for submission of complain & feedback online in our website for improvement in the education system.

- On receipt of an application the Convener shall inform the committee including the ombudsman and shall fix a date for hearing the complaint which shall be communicated to the aggrieved person either in writing or electronically.
- The reports of the Grievance redressal /Suggestion/ feedback are analyzed by the **Committee**. Corrective measures are taken on all such cases by the Committee along with the Principal.
- The Committee shall ensure disposal of every application within one month of receipt for speedy redress of grievances.
- In any serious matter the Managing Trustee in consultation with the Governing Body would take a decision and the same will be conveyed to the employee/student preferably within a period of ONE month.

RIGHTS AND RESPONSIBILITIES OF THE STUDENTS

1. STUDENT RIGHTS

The students of the college have a right to

- 1.1 a safe and orderly environment in which to learn
- 1.2 be treated with dignity and respect
- 1.3 reasonably express opinions and personal points of view
- 1.4 access to his or her personal records
- 1.5 be informed of the rules of conduct and
- 1.6 reasonable and fair treatment.

2. STUDENT RESPONSIBILITIES

Any student behavior that substantially interferes with the orderly operation of the college is prohibited and may subject the student to disciplinary action and criminal prosecution.

Students are required to:

- 2.1 attend college regularly
- 2.2 treat faculty, other students and non teaching staff with respect
- 2.3 treat college property and the property of others with respect
- 2.4 have in their possession only those items allowed by law and/or College rules

or policies

2.5 listen courteously to the opinions and points of view of others

2.6 be prepared to learn

2.7 come to class with all necessary materials

2.8 report hazardous or dangerous situations or behavior to the concerned authority;

2.9 report threats to do harm to the concerned authority;

2.10 submit original work, and

2.11 not take part in gambling or any other antisocial activities within and outside the campus

TYPES OF MISCONDUCT OF THE STUDENTS

The committee noted and approved the types of misconduct of the students as following-

3. Types of misconduct

Minor: Violates regulation but does not disturb another individual or individuals or the law. E.g. smoking, drinking, missing class, etc

Moderate: Disturbs another individual or individuals but does not cause injury or destruction of property or violate the law. Eg: playing loud music, parties outside of curfew

Major: Causes injury, destruction of property or breaks the law.

3.1 Examples of Acts classified under Minor Misconduct

Examples given are illustrative and not exhaustive

- a. Smoking in the Campus
- b. Littering of plastic and waste
- c. Wastage of food
- d. Keeping pets in the campus
- e. Violating of dress code of the institution
- f. Lack of grooming

3.2 Examples of Acts classified under Moderate Misconducts

- a. Playing any games at inappropriate places like corridors, rooms etc.
- b. Playing loud music, talking loudly to disturb others etc.
- c. Verbal abuse
- d. Wastage of water and electricity
- e. Usage of vulgar language, actions, signs, gestures etc.
- f. Using equipments like oven, fridge, LPG cylinder etc for cooking and personal comfort
- g. Permitting guests to the hostel room

3.3 Examples of Acts classified under Major Misconduct

- a. Ragging
- b. Physical Assault
- c. Sexual Harassment
- d. Possession (and) consumption of Alcohol
- e. Possession (and) consumption of substances of abuse
- f. Damage to the property/ furniture in any form
- g. Copying / malpractice in the Examinations
- h. Theft
- i. Antisocial activities against the institution/ State
- j. Breach of security and abusing Security personnel
- k. Disrespect to any Executives / Teachers/ employees
- l. Possession /use and viewing materials of pornographic nature (Books, CDs, Internet etc.)
- m. Publishing /distributing documents/ materials which will damage / tarnish the image of the institution
- n. Gambling in any form
- o. Disfiguring College/ hostel/ hospital property
- p. Indulging in any form of criminal activities
- q. Formation of fundamentalist groups based on religion, state, language, culture etc.
- r. Any repeated offence more than twice, however mild it will be considered severe.

TYPES OF PENALTY

4. Type of penalty

This will depend upon the nature of the violation and the frequency of violation. The possible sanctions are

- a) Warning
- b) Referral to counsellor
- c) Probation (He will be allowed to attend the class. But no attendance will be given)
This is only for a short term upto a maximum of two weeks.
- d) Loss of privileges like library, playground and no permission to participate in cultural or sports events
- e) Fines
- f) Restitution for the damage of property.
- g) Suspension from hostel
- h) Suspension from college
- i) Dismissal from college

PROCESS OF COMPLAINT

The committee noted and approved the process of complaint as following

5. The process of complaint

5.1 The act may be observed directly by the authorities, or by any other person.

A written /verbal complaint is necessary before proceeding for any action. The process applies to residential and non residential students and governs the investigations and adjudication of violations regardless of where they occur.

5.2 The steps for the procedure are given below.

5.3 Anyone who has grounds to initiate a complaint regarding any student may do so by

submitting a written complaint to the Office of the Principal with the following information:

- a. the names of the accused;
- b. a clear statement explaining the nature and circumstances of the complaints
- c. witnesses, if any
- d. the names, addresses, and telephone numbers of those filing the complaint.

5.4 The Principal or designee and a Senior faculty will meet the accused student and seek an explanation verbally and in writing. Following this, the complaint may be dismissed, or in the case of a minor misconduct resolved with or without penalty. Misconduct that is not dismissed will be referred to the Students Disciplinary committee.

5.5 The accused student will be given an equal opportunity to review any statements submitted . Any additional documents related to the case must be submitted to the Principal's Office in advance of the hearing.

5.6 The Dean reserves the right not to proceed with complaints that are not submitted within a reasonable time frame.