

Apex Manual

Doc No.: AM11H

Grievance Redressal Policy

Issue No.: 2

1.0 PURPOSE

- A. To provide opportunities for redressal of grievances of students already enrolled, as well as those seeking admission to the institution.
- B. To provide opportunities for redressal of grievances of Faculty/Staff Members already appointed in any institution, as well as those seeking appointment to the institution.

2.0 REFERENCE

- A. All India Council for Technical Education (Redressal of Grievance of Students) Regulation, 2019 vide F. No.1-101/PGRC/AICTE/ Regulation/2019 dated 07.11.2019)
- B. All India Council for Technical Education (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021 vide F.No.1- 103/ AICTE/PGRC/ Regulation/2021 dated 25.03.2021

3.0 RESPONSIBILITY

- A. Principal
- B. Grievance Redressal Committee – SGRC and GRC

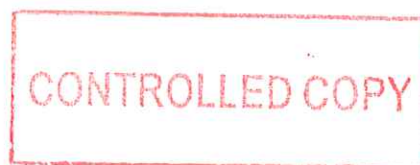
4.0 DESCRIPTION

- a) As per the All India Council for Technical Education (Redressal of Grievance of Students) Regulation, 2019 vide F. No.1-101/PGRC/AICTE/ Regulation/2019 dated 07.11.2019), Student Grievance Redressal Committee (SGRC) is established to address the grievances of students.
- b) As per the All India Council for Technical Education (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021 vide F.No.1- 103/ AICTE/PGRC/ Regulation/2021 dated 25.03.2021, Grievance Redressal Committee (GRC) is established to address the grievances of students.

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4.1 GRIEVANCE**4.1.1 Student Grievance**

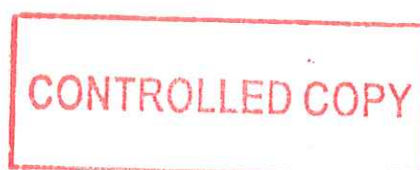
a) Student Grievance means and includes, complaint(s) made by an aggrieved student(s) in respect of the following namely:

- i. Admission contrary to merit determined in accordance with the declared admission policy of the institution;
- ii. Irregularity in the process under the declared admission policy of the institution;
- iii. Refusal to admit in accordance with the declared admission policy of the institution;
- iv. Non-publication of prospectus by the institution, publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- v. Withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- vi. Demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- vii. Violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- viii. Non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Council;
- ix. Delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Council;

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- x. Failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
- xi. Non-transparent or unfair practices adopted by the institution for the evaluation of students;
- xii. Delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Council;
- xiii. Complaints of alleged discrimination of students from Scheduled Castes, Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
- xiv. Denial of quality education as promised at the time of admission or required to be provided; and
- xv. Harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.

4.1.2 Faculty/Staff Member Grievance

a) Faculty/Staff Member grievance means and includes, complaint(s) made by an aggrieved Faculty/Staff Member(s) in respect of the following service related matters namely:

- i. Withholding of, or refusal to return, any document in the form of certificates of degree, diploma, experience certificate, relieving order or any other award or other document deposited for the purpose of seeking appointment in such institution;
- ii. Non-payment of salaries/wages and/or benefits or any other allowances or dues etc. during services or retirement/resignation, as the case may be;
- iii. Discrepancies between their wages and/or benefits and other members of staff in similar roles / post / experience.
- iv. Termination without giving any reason or notice or memorandum;

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- v. Non-payment of gratuity amount as per prevailing Govt. rules in force on resignation / retirement; and
- vi. Any other liability which is directly connected with their service and causing financial loss or any harm or trauma.

4.2 GRIEVANCE REDRESSAL COMMITTEE – SGRC AND GRC

a) The composition of the Students Grievance Redressal Committee (GRC) for faculty/staff members be as follows:

- i. Principal of the College- Chairperson;
- ii. Three senior members of the teaching faculty to be nominated by the Principal as Members and out of three one member shall be female and other from SC/ST/OBC category;
- iii. A representative from among students of the College to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.

b) The composition of the Grievance Redressal Committee (GRC) for faculty/staff members be as follows:

- i. Principal of the Institution as Chairperson
- ii. One Senior Professor of the affiliating University as a Member,
- iii. One Official from University or State DTE (Directorate of Technical Education) as Member,
- iv. One Senior Faculty (not below Associate Professor) as Member.

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4.2 PROCEDURE TO BE FOLLOWED AND RESPONSIBILITY OF SGRC AND GRC

- a) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- b) The SGRC shall send its report with recommendations, if any, to the concerned institution and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.
- c) Any student aggrieved by the decision of the Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision. (Ombudsperson is appointed by the affiliating University for redressal of grievances of students under the UGC - Redress of Grievances of Students Regulations, 2019).
- d) A complaint from an aggrieved faculty/staff member relating to the institution shall be addressed to the Chairperson, Grievance Redressal Committee (GRC).
- e) The GRC shall send its report with recommendations, if any, to the affiliating University and a copy thereof to the aggrieved faculty/staff member, within a period of 15 days from the date of receipt of the complaint.
- (iv) In case faculty/staff is not satisfied with the decision of Grievance Redressal Committee, they may appeal to the affiliating University for redressal of their grievances.

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