

# SJC Institute of Technology

## GRIEVANCE REDRESSAL CELL

The Grievance Redressal Cell (GRC) has been reconstituted following the directions of UGC, AICTE and VTU to probe into the Student/Staff/Faculty grievances. The GRC attempts to address genuine problems and complaints/grievances of Students/Staff/Faculty whatever be the nature of the problem in order to ensure transparency in all the activities.

The function of GRC is to look into the complaints lodged by any Student/Staff and judge its merit. The GRC is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the Department members in person, or in consultation with the Coordinator of GRC. In case the person is unwilling to appear in self, grievances may be dropped in writing at the “**SUGGESTION BOX**” of the Grievance Cell at Administrative Block. Grievances can also be sent either through e-mail to [grc@sjcit.ac.in](mailto:grc@sjcit.ac.in) or fill in google form available in College website.

### Objectives

- ✓ To create a platform where Students/Staff/Faculty can point out their problems, regarding academic and non-academic matters offline/online and ensure transparency in administration, prevention of unfair practices etc.
- ✓ To deal with the individual grievances related to Students, Staff and Faculty members
- ✓ To ensure the redressal of grievances amicably in a time bound manner
- ✓ To get suggestions from the Students/Staff/Faculty for improvement.
- ✓ To take necessary steps for improvement in the light of grievances.

### Grievance Redressal Committee:

Sl. No.	Name	Designation in the Committee
1.	Dr. G T Raju	Chairman
2.	Sri J Suresha	Member-Secretary
3.	Dr. Shobha B N	IQAC Coordinator
4.	Dr. Nagendra Kumar M	GRC Coordinator
5.	Virupaksha	Legal Advisor (Sr. Advocate)
6.	Dr. Bharathi M	Member
7.	Prof Sathish Chandra Reddy	Member
8.	Dr Manjunath Kumar B H	Member
9.	Dr Madhusudhana S V	Member
10.	Vandana Gangothri V	Student Member
11.	Prashanth	Student Member
12.	Sunil Kumar G K	Police Sub Inspector

## **Functions:**

- The cases will be attended promptly on receipt of written grievances
- The GRC formally will review all cases and will act accordingly as per the Management policy
- The GRC will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Faculty from various departments are the members of GRC and meet periodically to address the problems related to students/staff/faculty. GRC invites suggestions from students/staff/faculty for improving the working environment and resolving issues, if any. Any grievances/sexual harassment related specific issues are addressed through professional counselling. If required, parents are called and counselled confidentially. The students approach the Cell to voice their grievances regarding academic and non-academic matters.

The cell redresses the grievances at individual and class level and grievances of common interest. Students are encouraged to use the suggestion box placed on the campus to express constructive suggestions and grievances.

Suggestion Boxes are provided in every building and grievance records are placed at vantage points in the college (including the Library and Hostels) for the students/staff to air their grievances. Complaints dropped in the 'Suggestion Box' by students and oral complaints are also redressed. All complaints are scrutinized by the GRC and Registrar/HoD/Principal regularly attends to these on daily basis. The college assures students that once a complaint is made, it will be treated with confidentiality.

Besides there is an exclusive mechanism to address the issues relating to women and their grievances.

## **Process:**

1. Registration of grievances via email-id/submitting in person at GRC or Department Coordinators /online registration system.
2. Acknowledging the receipt of grievances on time-bound
3. Forwarding to the Grievance Redressal cell.
4. Scrutiny of the grievances by GRC
5. Call for hearing or Enquiry if the resolution is not satisfactory in a stipulated time.
6. Forward to the student counsellor, if required.
7. Final resolution/decision by GRC.

8. Communicating the final decision to both parties.
  9. Closing of grievance and preparation of report
  10. Feedback for improving the redressal process from time to time.
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- ✓ The aggrieved member shall submit his/her petition to the Grievance Redressal Committee in a sealed envelope marked 'confidential'.
  - ✓ On receipt of a petition the Grievance Redressal Committee will endeavour to send its recommendation to the Principal for further action.
  - ✓ In case of false and frivolous complaint (if proved), the Grievance Redressal Committee will recommend Principal/ Disciplinary Authority to take appropriate action against the complainant.
  - ✓ Complaints dropped in the 'Suggestion Box' by students and parents and oral complaints are also redressed.
  - ✓ All complaints are scrutinized by the GRC.

### **Scope:**

The GRC will deal with Grievances received in writing from the students about any of the following matters:

- **Academic Matters:** Related to timely issue of Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- **Financial Matters:** Related to dues and payments for various items from office, library, hostels etc.
- **Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.