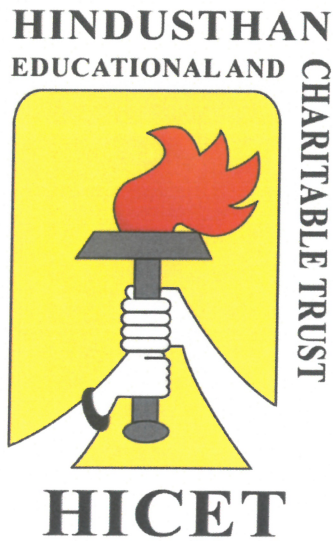


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GRIEVANCE REDRESSAL POLICY

GRIEVANCE REDRESSAL POLICY

The college has a stern policy in honoring the grievance and in resolving the issues of the students. The College follows the UGC (Redressal and Grievance of students) Regulations, 2019 and subsequent updates if any. Each year along with the student's feedback the students are requested to submit their Grievance if they have any issues.

The students Grievance Redressal Committee (GRC) was established to give students a forum to voice their concerns about both academic and extracurricular issues. The committee will investigate the pupil's complaint. The students can go to the committee to express their complaints with relation to the college environment and other associated difficulties.

Students can also express their pleasure with the services and offer suggestions to make them better. The coordinator or the members of the GRC can hear the students' complaints personally or through any other means of communication. The grievance will be handled by the committee in a timely and appropriate manner. Students can utilize the online submission of grievance linked to college website (www.hicet.ac.in).

This method establishes a welcoming, comfortable atmosphere, a healthy work environment, and a disciplined culture to foster the mutually beneficial relationships between the management, faculty, and students.

CONSTITUTION OF THE GRIEVANCE REDRESSAL COMMITTEE (GRC)

The GRC is chaired by Principal. The coordinator being the Dean Academic. The GRC consists of eleven faculty members of various cadre along with eight student members constitute the GRC. The GRC conducts its meeting once in 15 days or whenever necessary. The GRC is the parent committee which involves other two committee inside it.

As UGC is stern in providing various mechanism to resolve the issues and concerns of varied stake holders .It has solved the non-availability of a single window through its new **“e-Samadhan online Grievance registering and Monitoring system.”**

Grievance indicates any contrary to admission policies. Publication of false or misleading or not based false information in prospectus. With holding or refusal to return any document in the form of certificate of degree or any award deposited by student. Delay in payment of scholarship. Delay by institution in conduct of examination or declaration of result beyond scheduled academic calendar. Failure by institution in providing basic amenities .Harassment of students.

The Students Grievance Redressal Committee (SGRC) is classified as

1. College Students Grievance Redressal Committee (CSGRC)
2. Department Students Grievance Redressal Committee (DSGRC)

1. COLLEGE STUDENTS GRIEVANCE REDRESSAL COMMITTEE (CSGRC)

Chairman of this committee is Principal. Three senior faculty along with a meritorious student identified by principal constitutes this committee which takes care of all grievances associated with the college.

2. DEPARTMENT STUDENTS GRIEVANCE REDRESSAL COMMITTEE (DSGRC)

Chairman of this committee is Head of Department. Two senior Professors from outside the department, faculty who is well versed in Students Grievance Redressal nominated by Dean and a student representative nominated by the Dean are members of this committee.

Apart from these classification Anti-Ragging, Examination Grievances, Sexual harassment (POSH), General amenities Grievances, Grievance and Redressal for SC & ST students and Grievances for student's welfare are also under functional.

APPOINTMENT OF AN OMBUDSPERSON

Any student aggrieved by the decision of the College Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within in a period of fifteen days from the date of receipt of such decision.

The Ombudsperson shall be a person of eminence in academics or research.

FUNCTIONS OF OMBUDSPERSON

The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.

OBJECTIVES OF THE COMMITTEE

- The committee assists the students in submitting their complaints and ideas, and based on them, the committee takes the appropriate actions to address the complaints and take the proposals into consideration.
- To maintain the college's dignity by making sure there are no conflicts on campus.
- To foster friendly communication between the staff and students.
- To prohibit the students from indulging in ragging in and outside the institution. Any violation of ragging and disciplinary rules should be brought to the notice of the Principal. Ragging complaints are handled as per the Tamilnadu Prohibition of Ragging Act 1997.
- Women complaints of Harassment are handled as per Government rules. To received complains about caste based discrimination and appealed to the committee members to handle as per norms.

FUNCTIONS OF THE COMMITTEE

- The Committee will formally review all cases and prepare statistical reports about the number of claims received and report to the Principal for further action.

- Every weekend, Grievance box will be opened in front of committee members and observers.
- After collecting the Grievance a report is submitted to the Principal and committee members to take necessary decisions to settle the grievance.
- The Members of the Grievance cell will sort, the issues depending upon the area of solution that can provide a feasible solution. After sorting out the Grievance, the Grievance outcome report is also collected in order to access whether a correct solution is attained or not.
- The grievance is collected through the college online; this is done through e-campus in order to get a suitable solution at the earliest.
- The action taken report is generated to notify that the problem reported is resolved.
- Apart from this during each tutor ward meeting and class committee meetings the grievances is also got and brought to the notice of the concerned HoD and is forwarded to this committee.
- Suggestion box is kept at each department and in various places inside the campus the students are encouraged to give their suggestions in the suggestion box also.

In case if the student is not pleased with the process the following way of resolving the Grievance is adopted.

Within 15 days of receiving an online complaint, the institution is required to forward the complaint and any accompanying comments to the relevant student grievance redressal committee. The Student Grievance Redressal Committee, where applicable, will set a date for the complaint hearing that will be shared with the college and the offended student. An offended student may plead their case either in person or by designating a representative. Grievances that are not handled by the College Student Grievance Redressal Committee must be forwarded to the Ombudsperson. The Commission must act in accordance with the terms of these regulations whenever institutions fail to cooperate with the

Ombudsperson or the Student Grievance Redressal Committee(s), as applicable, in the early resolution of grievances. The Ombudsperson may report this failure to the Commission. At the completion of the proceedings, the Ombudsperson shall, after providing both parties with reasonable opportunity to be heard, issue any order, with justification, that may be judged necessary to address the grievance and provide the harmed student with the appropriate relief.

The institution is required to follow the Ombudsperson's recommendations, and the Ombudsperson is required to notify the Commission of any institution failure to do so. When a complaint is determined to be untrue or unfounded, the Ombudsperson may suggest appropriate action be taken against the complainant.

Such a systematic way to resolve all the grievances is followed in the institution.



PRINCIPAL

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