

## GRIEVANCE REDRESSAL POLICY

The Institute has a students' Grievance Redressal Committee (GRC). The functions of the Committee are to look into the complaints lodged by any student and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment.

Any one 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 Student's 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.

A Grievance Redressal Committee has been constituted for the Redressal of the problems reported by the Students of the Institute with the following objectives:

- Upholding the dignity of the Institute by ensuring strife free atmosphere in the Institute, through promoting cordial student-student relationship and student-teaching relationship etc.
- Encouraging the students to express their grievances/problems freely and frankly, without any fear of being victimized
- Suggestion/complaint Box has been installed in front of the Administrative Block in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics/ Administration in the Institute.
- Advising all the students of the Institute to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising the staff to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.

*Handwritten signature*

- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal

### **Scope:-**

The Committee deals with grievances received in writing from the students about any of the following Matters:-

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.

Other matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport etc.

### **Functions:-**

The cases are attended promptly on receipt of written grievances from the students. The committee formally meets to review all cases, prepares a statistical reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

### **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 required to contribute effectively to dispose the grievances at the earliest.

A registry to register the complaint is established and kept in the Principal office under the supervision of Administrative Officer. On receipt of the complaint, the staff in-charge of the registry will submit the same to the Member Secretary of the "Grievance Redressal Committee". The committee will meet, with information to the complainant on their day of convenience. An aggrieved student or parent may appear in person to present his/her case.



In case of any false/frivolous complaint, the Principal may order appropriate action against complaint.

**Exclusions:-**

The Grievance Redressal Committee shall not entertain the following issues.

- Decisions of the Governing Body, Administrative Committee, Academic Council, Board of studies and other academic committees constituted by the Institute.
- Decision with regard to award of scholarship, fee concessions, medals etc.
- Decision made by the Institute with regard to disciplinary matters and misconduct.
- Decisions of the Institute about admissions in any courses offered by the Institute.
- Decisions by competent authority on assessment and examination results.

**Establishment of 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**" of Kakatiya Institute of Technology & Science, Warangal has been constituted with the following staff in different positions to enquire the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the Redressal of the same.

Sl. No	Name of the Member	Designation
1	Principal	Chairperson
2	Senior Faculty	Member
3	Senior Faculty	Member
4	Senior Faculty (Female)	Member
5	Final Year Student (Female)	Special Invitee
6	Final Year Student (Male)	Special Invitee

The student or person, who is willing to launch any complaints, shall send their representation for Redressal of their grievance to the above Grievances Redressal Committee.

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

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