

KINGS

ENGINEERING COLLEGE

An Autonomous Institution

Affiliated to Anna University, Chennai



Standard Operating Procedure For GRIEVANCE REDRESSAL CELL

As per the Approval of Governing Council

(Updated in 2025)

PREFACE

To address the grievances of the students, parents and others, Grievance Redressal Committee (GRC) is formed in Kings Engineering College, as per All India Council for Technical Education (AICTE) regulations, 2012 under clause 1 of section 23 of the AICTE Act, 1987 regarding the establishment of Mechanism for Grievance Redressal in Technical Institutions. Grievance Redressal Committee facilitates the resolution of grievances in a fair and impartial manner involving the respective Department (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Cell to submit his/her grievance in writing, through varied channels like email, suggestion box, feedback etc.

OBJECTIVES OF GRIEVANCE REDRESSAL CELL

The objective of the Grievance Redressal Cell 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 College with the following objectives:

- To uphold the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student teacher relationship etc.
- To provide the students access to immediate, hassle-free resource to have their grievances redressed.
- To ensure that the views of grievance and respondent are respected and that any party to a grievance is not discriminated or victimized.
- To ensure a fair, impartial and consistent way for Redressal of various complaints lodged by the stakeholders.
- To advise Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- To regulate, guide and govern Student Grievance Redressal Committee.

SCOPE OF THE GRIEVANCES

Grievances may be related to any of the following matters:

- Academic Matters – Issues related to assessment, attendance, marks, and other examination related matters etc.
- Financial Matters – Issues related to charging of fees, scholarships and payments
- Administration Matters – Issues related to infrastructure, basic amenities, sanitation, transport or victimization
- Students Code of Conduct Matters - Harassment and Ragging by colleague students or teachers etc.

GRIEVANCE RECEIVING MECHANISM

Anyone with a genuine grievance can post it, to GRC along with necessary documents.

The grievance shall be reported by using any of the following modes:

- Report submission in person by approaching the chairman of the Committee
- Through e-mail to principal@kingsedu.ac.in

- Voice out the Grievances in the C l a s s - c o m m i t t e e meeting at the departmental Level
- Online submission of Grievance form, through Institute Website/Feedbacks
- Reporting Hostel Grievances (by Hostellers) through complaint Note

INCLUSIONS

Grievances Redressal committee shall receive and redress grievances relating to the following issues:

- Academic issues: pertaining to teaching learning activities.
- Student-teacher, student - student relationships.
- Internal evaluation and award of Internal assessment marks.
- Complaint related to library and IT services.
- Grievances related to hostel - food, water, electricity, safety, security, etc.
- Grievance related to transport facilities.
- Grievances related to selection / participation in sports and cultural activities.
- Grievances related to women issues and harassment. However, they would be specifically (or exclusively) redressed by Sexual Harassment committee.
- Grievance related to ragging; however, the matter would be referred to anti-ragging committee for appropriate redressal.
- Grievances related to internal examinations and Marks.
- Grievances related to behavior of office staff/Non-Teaching Staff.
- Grievances related to delay in issuance of records and documents from office / Department.
- The departmental level grievances are attended by the concerned class Coordinators, Mentors. Counsellors and Department Heads.
- The student coordinators and department faculty coordinators of grievance redressal committee would act as facilitators to communicate and sort out the grievances at the department.
- Unresolved grievances at the departmental level are referred to the Grievance Redressal Committee of the institution, chaired by the Principal.

EXCLUSIONS

The Grievance Redressal Committee shall not entertain the following issues:

- Decisions of the Governing Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the University.
- Decisions with regard to the award of scholarship, fee concessions, medals, etc.
- Decisions made by the University with regard to disciplinary matters and misconduct.
- Decisions of the University about admissions in any course/s offered by the Institute.
- Decisions by the competent (University / Institute) authority on assessment and examination results.

GRIEVANCE REDRESSAL MECHANISM

Minor Issues:

- Collection of grievances through various modes such as in person, email, suggestion box, online Grievances form, Feedback, class committee meeting, counselors meet, Class advisors and Head of the Departments.
- Analyze the issue with the committee members and Concerned Persons
- Identifying alternate course of actions and finding the best feasible solution to address grievance.
- Report submitted to Principal
- Implementing the solution to resolve the grievance
- Collecting feedback from the person concerned, relating to grievance redressal.
- A meeting is conducted periodically to discuss the posted issues and effectiveness of feasible solutions in resolving the posted grievances. However, based on the severity of the problems, meetings would be conducted immediately to solve the problem.

Major Issues:

- After the receipt of the posted grievance from the aggrieved, the chairman of GRC shall fix the date, time and venue of the meeting after having a discussion with the members.
- The meeting shall be scheduled within seven days from the date of the notice.
- All relevant papers shall be circulated as hard / soft copy to all the members on or before the date of the meeting.

- After fixing of the date of the meeting, a hard copy of the notice must be sent to the applicant (aggrieved) to be present in the meeting.
- The aggrieved should convey his or her grievances before the Committee during the meeting and the acknowledgement for having addressed the grievance would be placed on record.
- In case of a minor student (applicant), the student may be accompanied by his or her natural / legal guardian (either father or mother). No other external person shall be allowed other than the aggrieved and Guardian, to the meeting.
- The Committee members should deliberate upon the case in light of the posted grievance of the applicant and the rules to be adhered in the institute. The brief facts, evidences and final recommendations by the Committee members should be recorded in the exclusive minutes of the meeting.
- The minutes should be circulated to all the members of the Grievance redressal Committee for their signatures.
- The decision of the Grievance Redressal Committee should be communicated in writing to the applicant (aggrieved) at the earliest.

SCRUTINY

Grievance Redressal Committee would make a thorough review of the redressal process. In case the committee feels satisfied with the resolution provided by the respective department/individual, then it will intimate the same to the grievance. Once the grievance indicates acceptance of the resolution at this level, then the matter would be deemed as closed.

APPEAL

- The applicant shall have the right to file an appeal to the Ombudsperson within 15 days from the date of the written communication of recommendations of the committee.
- The applicant shall send written communication to the college conveying his desire to file an appeal to the Ombudsperson. The college shall place the appeal along with all relevant material before the Ombudsperson and inform the applicant accordingly. The Ombudsperson shall within a reasonable time decide the appeal. Final decision would be communicated to the applicant by the college.

AWARENESS CREATION BY THE INSTITUTION

Awareness among stakeholders is created by

- Organizing awareness programs twice in every year (One in each Semester)
- Displaying the grievance registration / receiving / Posting mechanism on
 - Web site
 - Notice boards
 - Posters in prominent places of the campus
 - Departmental Level meetings

The Grievance Redressal Committee (GRC) take the prime responsibility of handling and clearing grievances and the responsibilities of Students Grievance Redressal Committee (SGRC) would be instilled and executed by GRC.

COMPOSITION AND TENURE OF THE COMMITTEE

- The committee shall comprise of Principal, HODs and senior teaching faculty members.
- Principal of the college shall be the chairman of the committee.
- Members of the Grievance Redressal Cell shall be nominated by the chairperson for tenure of Three years.
- The Members of SGRC shall be nominated by the Chairperson for the period of One Year.
- The student representatives of SGRC, nominated by HoDs would be forwarded to the chairman for approval, as the members of the committee.

Steps of Student Grievance Redressal Process:

1. Students lodge their complaints by filing a Google form
2. Verification of the Complaint
3. Action Taken

Information to the complainant on the redressal of the Complaint




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