

RVS COLLEGE OF ENGINEERING AND TECHNOLOGY, DINDIGUL

GRIEVANCES REDRESSAL MECHANISM

1. PREAMBLE

The mechanism of RVSCE provides students the opportunity for redressal of their grievances pertaining to their complaints on academic and non-academic matters.

2. OBJECTIVES

- To initiate a reasonable, unbiased and reliable mechanism for redressal of various issues faced by the students / parents.
- To instill in the students an attitude of responsibility and accountability among all stakeholders so as to usher in a congenial atmosphere in RVSCE campus
- To make stakeholders understand how to respect the right and dignity of one another, and not to exhibit malicious mind-set towards any one.
- To ensure the grievances are resolved quickly, impartially and confidentially.
- To uphold the dignity of the college in general and every individual in particular
- To promote amiable student-student and student-teacher relationships

3. MECHANISM

If a student desires to seek redress of a grievance faced by him or her, he or she has to bring it to the notice of his God – father or HoD of the Department concerned (for departmental academic and administrative issues) or Warden (for hostel related matters) or Grievances Redressal Cell members (for Miscellaneous issues / Students Grievances Redressal), whosoever is competent to deal with the matter depending on the case itself.

4. STUDENT GRIEVANCE REDRESSAL COMMITTEE

A Student Grievances Redressal Committee has been constituted at the Institution level to sort out the grievances of the students. The details of the committee are furnished below:

| <i>S. No</i> | <i>Name of the Faculty</i> | <i>Description</i> |
|--------------|--|--------------------|
| 1 | Dr. D. UdayaKumar, Professor of Maths | Secretary |
| 2 | Dr. T. Kavitha, AP of Maths | Member |
| 3 | Dr. S.Markkandeyan, Asso. Professor of CSE | Member |
| 4 | Mrs. S. Sumathi, HOD of EEE | Member |
| 5 | Dr. S. Sivakumar, HOD of Petrochemical Engg. | Member |
| 6 | Mr. C. Karthikeyan, Asso. Professor of English | Member |
| 7 | Mrs. K. Sabana Ashmin, AP of MBA | Member |

5. FUNCTIONS

- After receiving complaints from students, the cases will be attended to promptly on receipt of written grievances from the students.
- The committee will enquire / review all the Grievances related to the common problems both academic and administrative directly at Institution level
- The Committee will give a report to the Principal about the cases attended and the number of pending cases, if any, which require direction and guidance from the higher authorities.

6. PROCEDURE FOR REDRESSAL OF GRIEVANCES

(1) An afflicted student who has the Grievance or Grievances shall make a complaint in writing with relevant details to the Secretary of the Grievances Redressal Committee routed through HOD of the Department concerned or warden, The Secretary, after verifying the facts will try to redress the grievance within a week of the receipt of written complaint from the student.

(2) The Student Grievance Redressal Committee would consider the appeal of the student and make suitable recommendations to the Principal preferably within 15 days. On approval by the Principal, the final decision taken by the committee would be communicated to the student through the HOD of the Department concerned.

(3) The Student Grievance Redressal Committee, if needed, may recommend to the Principal, necessary corrective action as it may deem fit, to ensure avoidance of recurrence of similar grievance.

(4) The decision of the Principal, RVSCE shall be final and binding on all students' grievances related matters.

PRINCIPAL