

# **Fr. Conceicao Rodrigues College of Engineering, Bandra**

## **STUDENT GRIEVANCE REDRESSAL POLICY**

In compliance with the AICTE notification dated 25<sup>th</sup> May 2012 published in the Gazette of India, institute has constituted a Students' Grievance Redressal Committee (GRC). The main objectives of the Committee are to ensure transparency in the Admission process, prevention of unfair practices, and to provide mechanism to address students Grievances.

The aim of this committee is to provide the platform for the students to express their grievances / problems freely and frankly, without any fear of being victimized. The GRC will take up only those matters which have not been solved at the department level.

The formation, committee members and the objectives of the Grievance Redressal Committee is widely published on the college web site, under student Notice section for the information to the students.

### **Objectives of GRC:**

- To ensure transparency in admission process
- To prevent any kind of unfair means and practices
- To provide mechanism to address students' grievances in a responsive and accountable manner.
- To maintain a harmonious and healthy educational atmosphere in the institute and among all the stakeholders - students, parents, staff and the management of the Institute.

### **Mechanisms for appeal:**

- Student with a genuine grievance may approach the Grievance Redressal Committee members in person.
- In case the student is uncomfortable to present his grievance personally, the same may be dropped in writing in the Suggestion / Complaint Box that has been kept in the main entrance of the college.
- Grievances may also be sent through online mechanisms - e-mail to the members or registering the same on the grievance portal through college website.

- Students who wish to remain anonymous can do so, for general grievances regarding Academics / Administration of the College

**Procedure of grievance Redressal:**

- Students can register their grievances through any of the mechanisms mentioned above.
- The GRC will meet and deliberate upon the cases and if required, procure necessary and relevant documents/information.
- GRC decides the final action to be initiated at the institutional level for Redressal of the registered grievance.

**Following are the general steps to deal with grievances:**

- Apply: Students can send the Appeal through any of the mechanisms listed above (online/offline).
- Acknowledge to the grievance: Let students know that GRC has received their report/appeal and GRC is taking up the same.
- Investigate: Not all issues qualify for a hearing. Generally, it is important to review whether the grievance is valid or not. GRC inquires about the reported grievance and collects relevant information.
- Hold the formal meeting: The student/students with the grievance and all other relevant parties are called to be present for a formal hearing with GRC. The aggrieved student can put forward any evidence that backs up the complaint. GRC will keep record of the minutes of the meeting.
- Decision making: GRC members deliberate and decide on the action regarding the grievance. The same is communicated to the student who registered the grievance and any other person/persons concerned with the grievance. For very serious grievances, the case can be taken up in committees like College development committee or Governing Council.
- Further Appeal process: If student is not satisfied with the decision of the GRC, students can further apply to DTE/University/ AICTE grievances cell.