



# **GLOBAL**

## **INSTITUTE OF ENGINEERING AND TECHNOLOGY**

**(Approved by AICTE & Affiliated to Anna University)**

**257/1, Bangalore – Chennai High Way, Melvisharam, Ranipet – 632 509**

### **GRIEVANCE REDRESSAL CELL (GRC)**

The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the Students Council. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/suggestion box of the Grievance Cell at Administrative Block.

### **OBJECTIVES**

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the students, parents and staffs in order to maintain a harmonious educational atmosphere in the institute. A Grievance Cell should be constituted for the Redressal of the problems reported by the Students of the College with the following objectives:

- Strengthening bonds: The GRC aims to strengthen the bond between students and the institution.
- Providing facilities: The GRC aims to provide students with facilities to maintain a convenient learning environment.
- Resolving grievances: The GRC aims to resolve grievances within a reasonable time.
- Encouraging open communication: The GRC aims to encourage students to express their grievances freely and frankly.
- Promoting a harmonious environment: The GRC aims to promote a harmonious educational environment among the students.
- Preventing unfair practices: The GRC aims to prevent non-transparent or unfair practices.
- Advising students: The GRC aims to advise students on their duties and responsibilities to access benefits due under the policies.
- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-Teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.

- Suggestion / complaint Box is installed in front of the Administrative Block and also GRC cell in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising 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.
- Advising all the Students to refrain from inciting Students against other Students, Teachers and College administration
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

### **MECHANISM FOR REDRESSAL OF GRIEVANCES OF STUDENTS and STAFF**

The students are the main stakeholders in any institution imparting education, and it is our endeavour to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit in consideration the institute has decided to provide mechanism to students for Redressal of their grievances as under:

The Grievances may broadly include the following complaints of the aggrieved students

The Grievance Redressal Cell in colleges aims to resolve complaints and grievances of students and other stakeholders.

- Academic
- Non-Academic
- Grievance related to Assessment
- Grievance related to Victimization
- Grievance related to Attendance
- Grievance related to charging of fees
- Grievance regarding conducting of Examinations
- Harassment by colleague students or the teachers etc.

It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for all round development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a Grievance Redressal Cell has been constituted.

The cell is indented to find solutions for problems like,

- (i) Sexual harassment - any kind of physical or mental harassment
- (ii) Complaints regarding class room teaching - class room management, completion of syllabus, teaching methods, etc., if and when they arise.

The Grievance Redressal Cell convenes meetings periodically and takes steps to redress the grievance.