

## **POLICY OF THE STUDENT GRIEVANCE REDRESSAL COMMITTEE**

In order to provide opportunities for redressal of grievances of students, All India Council for Technical Education AICTE has notified (Redressal of Grievance of Students) Regulations, 2019 vide F. No. 1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019 for establishment of grievance redressal mechanism for all AICTE approved Technical Institutions.

### **Composition and Tenure of the Committee**

The committee shall comprise of the Chairperson, Convener and two other senior faculty members.

- Members of the committee shall be nominated by the chairperson for tenure of two years. The period can be renewed if the Chairperson decides so.
- One Senior Faculty nominated by the chairperson shall be the convener
- One member shall be female and other shall be from SC/ST/OBC category.
- A representative from among the students of the college is to be nominated by the chairperson as special invitee for a period of one year which can be renewed if the Chairperson decides so.

### **Type of 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 fees, scholarships, payments etc.
- **Administration Matters:-** Issues related to infrastructure, basic amenities, hostel, quality of food, sanitation, transport
- **Victimization:** Harassment of any kind by students or staff.

### **Mechanism of receiving the Grievances**

Any student of the Institute with a genuine grievance can lodge their complaint to SGRC. along with the necessary documents/ proof , if any. The grievance shall be reported by using any of the following modes

- Report submission in person by approaching the convener of the Committee.
- Through e-mail to [grievanceredressal@tistcochin.edu.in](mailto:grievanceredressal@tistcochin.edu.in)
- Writing to "The Convener, Student Grievance Redressal Committee. Toc H Institute of Science & Technology, Arakkunnam, Ernakulam, Kerala-682313"

## **Grievance Redressal Mechanism**

- After the receipt of the grievance from the aggrieved, the Convener of SGRC shall fix the date, time and venue of the meeting after discussing with the Chairperson, members, complainant and the party against whom complaint is registered.
- The meeting shall be scheduled within five working days of the receipt of the grievance.
- The Committee members are expected to deliberate upon the grievance received, listen to the counter-arguments by the 2<sup>nd</sup> party and also refer the existing rules & regulations of the Institute in this regard. The details of discussion and final recommendations by the Committee members shall be recorded in the format of the minutes of the meeting
- The minutes shall be circulated to all those who attended the meeting, for their signatures.
- The decision of the Grievance Committee shall be communicated to the complainant at the earliest.
- In case of anonymous letters the action on the complaint will be left to the discretion of the Chairperson

## **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.