

# GRIEVANCE REDRESSAL CELL (GRC) POLICY



## **KARPAGA VINAYAGA**

### **COLLEGE OF ENGINEERING AND TECHNOLOGY**

**(Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai)**

GST Road, Chinna Kolambakkam – 603 308, Chengalpattu Dt. Tamilnadu.

## **Policy**

All students are treated equally by faculty members and staff irrespective of their gender and social status.

Freedom and easy access to the senior management on any kind of grievances to be redressed, and to provide a mechanism to students and stakeholders for Redressal of their grievances.

### **Grievances of stockholders are collected by following ways**

- Primarily, the students can meet any of the members of the Grievance Redressal Committee either in person or on their mobile number or write to <https://kveg.in/online-grievance-redressal-mechanism> providing complete details of their grievances along with their details. The grievances collected through the members are routed/discussed with the concerned authorities and resolved.
- Every effort is put in to resolve the reported grievances as quickly as possible, within a maximum time of 7 days, based on the severity of the grievance expressed
- The Grievance Redressal Committee meets in a semester to review the status of grievances received and their resolution status.

### **Grievances are broadly classified as given below:**

- Complaints about academic, Hostel, Mess, Transport, Sports, other amenities
- Complaints of alleged discrimination by students from scheduled caste/scheduled tribes/OBC/Women/Minority or disabled categories
- Non-provision of student amenities that have been committed
- Non-transparent or unfair evaluation practices
- Harassment or victimization of students
- Gender bias, social discrimination, unfair practices and human rights violation

### **Mechanisms for Redressal of grievances with reference to evaluation of answer papers**

The mechanism adopted by the institution to address the grievances with reference to evaluation both at the college and university level is detailed below.

- The corrected internal test answer paper is distributed within three days of the examination conducted.
- All the grievances regarding evaluation, including the internal assessment marks awarded for the students, is redressed by Heads of Departments.
- Anna University has specified procedure to handle grievance in final examination marks. There is a provision for reevaluation of the answer scripts as well as supplying photo copies of the evaluated answer scripts.
- On the recommendations and review of HOD and Principal, the answer scripts of University examinations are revalued by the University.
- In case, the student is not satisfied with the outcome of the reevaluation or the marks obtained by him,

university has a provision to go in for a CHALLENGE procedure.

- The students' grievances, if any, regarding the university examinations, are communicated to the controller of examination, Anna University by the Principal.

**Grievance Redressal Committee:**

Grievance & Redressal Committee has been established comprising the Dean –Students Affairs as chairman, and other faculty member as member of GRC to redress the grievance of the stakeholders.