



# Adi Shankara

## INSTITUTE OF ENGINEERING AND TECHNOLOGY

Approved by AICTE & Affiliated to APJ Abdul Kalam  
Technological University  
(Owned by Adi Sankara Trust)

### Grievance Redressal Policy

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### **Policy - Grievance Redressal Cell (GRC)**

The Grievance and Redressal Cell is committed to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by anyone regarding the activities of the Institution and particularly by students. The Cell ensures effective solution to the grievances, by employing a fair and judicial exercise of powers vested upon it. The Grievance and Redressal Cell has an effective mechanism to receive and dispose of the grievances submitted by students adopting suitable procedures framed in accordance with the rules and regulations of the College. Periodic meetings of the cell are convened to examine and redress the grievances irrespective of its nature. It is framed based on the regulations obtained from the university

#### ***Objectives:***

1. To develop an organizational framework to resolve grievances of the students and other stakeholders.
2. To ensure effective solution to the stakeholders' grievances with an impartial and fair approach
  - To investigate the reason for dissatisfaction.
  - To enlighten the students on their duties and responsibilities.

#### ***Functions of the Grievance and Redressal Cell:***

- Provides information about the Cell's objectives and mode of operation through the website and student handbook including exam grievance cell.
- Acknowledges and analyzes the grievances.
- Seeks a solution through the decision-making process.
- Reports the grievances and records how they were redressed.

- The procedures are made known through the Handbook, given to each student at the beginning of every academic year, and also in the Value Education classes taken by the Class-in Charge teachers.

***Procedures:***

- A. 'Grievance' means and includes complaint(s) made by and aggrieved student(s) in respect of the following namely
- i. Admission contrary to merit determined in accordance with the declared admission policy of the institution
  - ii. Irregularity in the process under the declared admission policy of the institution
  - iii. Refusal to admit in accordance with the declared admission policy of the institution
  - iv. Non-publication of the prospectus by the institution, in accordance with the provisions of these regulations
  - v. Publication by the institution of any information in the prospectus which is false or misleading and not based on facts
  - vi. Withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by the student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fees in respect of any course or program of study which such student does not intend to pursue.
  - vii. Demand of money in excess of that specified to be charged in the declared admission policy of the institution
  - viii. Violation by the institution of any law for the time being in force in regard to reservation of seats in admission to different category of students
  - ix. Non-payment or delay in payment of scholarship or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any prescribed by the council
  - x. Delay by the institution in the conduct of examination, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the council

- xii. Failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provision of law for the time being in force
- xiii. Non-transparent or unfair practices adopted by the institution for the evaluation of the students
- xiv. Delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may not notified by the council
- xv. Complaints of alleged discrimination of the students from scheduled castes, scheduled tribes. Other backward classes, women, minority or persons with disabilities categories.
- xvi. Denial of quality education as promised at the time of admission or required to be provided; and
- xvii. Harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.

#### B. Additional Instructions

- i. The grievances shall be redressed depending on the nature of the grievance. The Grievances are invited through suggestion boxes provided in the main lobby of the college building.
- ii. Department level counseling is offered where the matter can be resolved.
- iii. Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ principal level.
- iv. For other grievances that require review shall be redressed by receiving written and signed applications.
- v. As soon as the application is received the Redressal Committee shall review the complaint and invite both the parties for discussion. The outcome of the discussion is reported to the Principal for further action to be taken.
- vi. The grievances are addressed within 2 days and the priority is given according to the urgency of the complaint. In all cases the aggrieved is informed of the measures taken. Checks in the system are introduced to ensure there is no repetition of the same complaint.

The grievances coming under the said criteria will be addressed by the GRC. Further, it is informed that anonymous letters will not be entertained.

All the grievances concerning women harassment and ragging shall be dealt by the respective committees as per the prescribed procedures.

All communications addressed to GRC shall be sent through:  
[grievancecell@adishankara.ac.in](mailto:grievancecell@adishankara.ac.in)