



SREE NARAYANA INSTITUTE OF TECHNOLOGY[®]

Approved to AICTE, New Delhi & Affiliated to APJ Abdul Kalam Technological University

Theppupara .P.O, Adoor, Pathanamthitta (Dist.), Kerala - 691554

Ph: 04734-244600,244700 Fax: 04734-243400

www.snit.edu.in, Email: info@snit.edu.in

Managed by: Pattayil Kunjukunju Memorial Charitable Trust, Adoor

GRIEVANCE REDRESSAL COMMITTEE

The Grievance Redressal Committee seeks to address student complaints while upholding the greatest levels of honesty, fairness, and confidentiality. To maintain a positive educational environment in the Institute, the Grievance Redressal Committee's goal is to foster a responsive and accountable attitude among all stakeholders.

GRIEVANCE REDRESSAL POLICY

A committee for resolving student grievances exists within the college. The Committee's duties include investigating student complaints and determining their legitimacy. The Grievance Redressal Committee has the authority to investigate harassment-related issues. The committee's job is to investigate and assess the merit of any complaints made by students. Anyone with a legitimate complaint may speak with the committee members directly or via the Student Council. In order to preserve a positive educational environment in the institute, the Grievance Redressal Committee's goal is to foster a responsive and accountable attitude among all the stakeholders. In order to address the issues raised by the college's students, a grievance committee has been established. the establishment of a monitoring mechanism to oversee the operation of the Grievance Redressal Policy, the identification of systemic problems in the administration and design of various general insurance products, and the pursuit of solutions thereto.

Anyone with a legitimate complaint may speak with a member of the Grievance Redressal Committee in person. Grievances may be sent in writing if the person refuses to appear in person. To the individual in charge of the Students' Grievance Redressal Committee or the Principal, grievances may also be communicated by email.

OBJECTIVES OF GRIEVANCE REDRESSAL COMMITTEE

- To provide an organizational structure for resolving student and other stakeholder grievances.
- To ensure a peaceful environment in the college through fostering friendly student-student and student-teacher relationships, among other things, in order to protect the college's dignity.
- To inform the students of their duties and responsibilities in order to receive benefits owed under the policies.
- Encouraging students to share their complaints and issues openly and honestly without worrying about being abused.
- To give the students access to immediate, hassle-free recourse for the resolution of their grievances.
- Making college staff members pleasant, responsible, and receptive to the needs of students.
- To create controlled interactions with students in order to learn about their expectations.
- To make sure that the complaints of the students are resolved effectively and fairly.
- Complaints regarding harassment of women will be handled as per government guidelines by the Internal Complaint Committee of SNIT.

FUNCTIONS OF GRIEVANCE REDRESSAL COMMITTEE

- The committee's role is to investigate complaints made by any student and determine their merit. The Grievance cell has the authority to investigate cases of harassment.

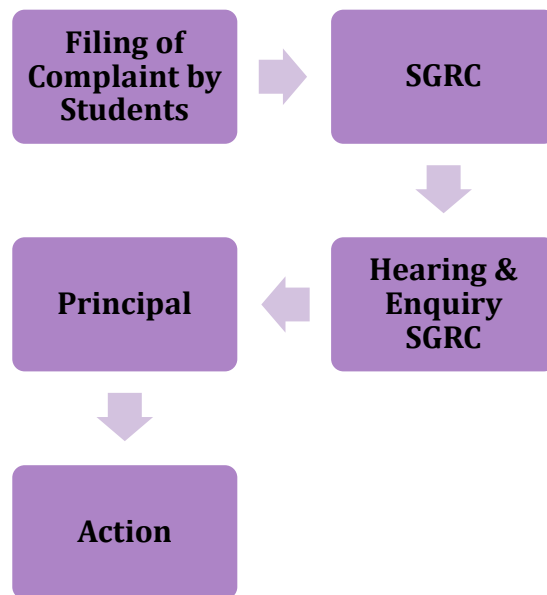
- To give students access to a simple process for having their complaints resolved.
- To make sure that the complaints of the students are resolved effectively and fairly.
- To ensure that complaints are resolved in a fair, impartial, and efficient manner.
- The Grievance Cell will ensure that the complaint has been properly resolved within the cell's specified time frame.
- To coordinate efforts to address complaints amongst students and departments or sections.
- To cultivate a responsive and responsible attitude towards the stakeholders, ensuring that a peaceful environment always ruled the institution.

The cell will formally review each case and create statistical summaries of the cases it has received. The cell will report to the authority on the cases it has handled and, if any, the number of unresolved cases that need guidance from higher authorities.

PROCEDURE FOR GRIEVANCE REDRESSAL

- 1) There will be the widespread publication of the Grievance Redressal Committee's procedures for students.
- 2) The students are free to file a complaint in the forms provided and submit it in one of the boxes that have been strategically placed.
- 3) The Grievance Redressal Committee will take action on the cases that have been submitted with the required paperwork.
- 4) Only those issues that have not been resolved by the other departments will be brought before the Grievance Redressal Committee.
- 5) Only if the pertinent financial papers, such as demand draughts or other receipts, are included, will complaints about fees or other charges be addressed.

6) The Committee is urged to contribute effectively to resolve the complaints as soon as possible.

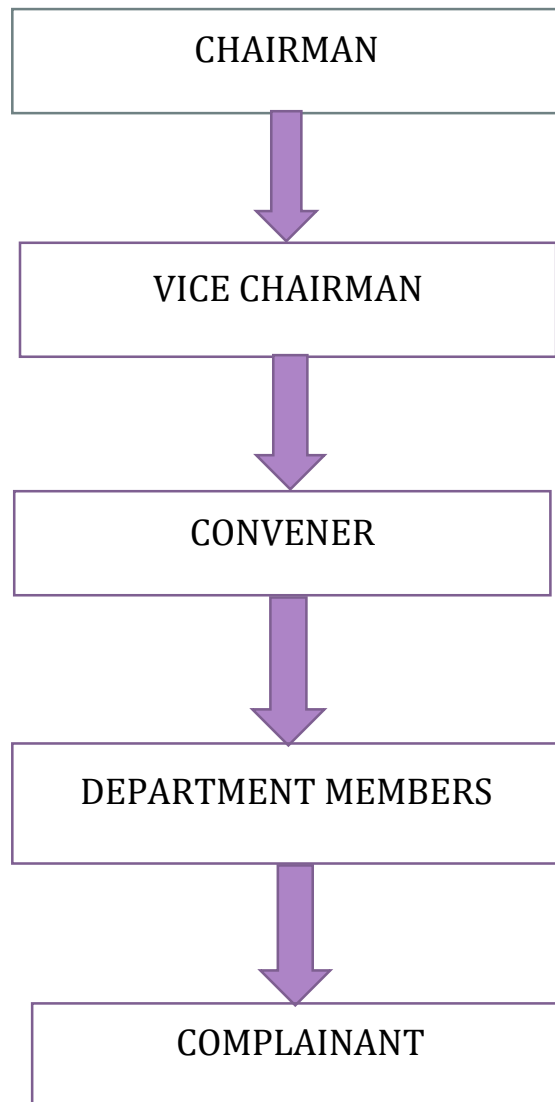


Flow Chart representing Procedure for Students Grievance Redressal

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEE

The grievance committee's main responsibility is to examine complaints that haven't been settled at the staff or administrative levels and, if necessary, to mediate disputes. A committee is established to resolve grievances in accordance with established formal processes (grievance procedures), such as those outlined in a collective bargaining agreement. Grievances redressal committee handles all grievances, complaints, and wrongdoings, including those that are brought up by students, faculty, and other stakeholders. The Committee's duties include investigating student complaints and determining their legitimacy. The Grievance Redressal Committee has the authority to investigate harassment-related issues. Anyone with a legitimate complaint may speak with a member of the Grievance Redressal Committee in person. The principal shall determine the composition and tenures of the Grievance Redressal Committee for two years.

STRUCTURE OF GRIEVANCE REDRESSAL COMMITTEE



Structure of Grievance Redressal Committee

The Grievance Redressal Committee shall conduct regular meetings, sessions, and evaluations as per the guidelines given by the university. The Grievance Redressal Committee of students is responsible for collecting student grievances, resolving complaints of the student community, and also taking action for the welfare of the student community. The procedure that the Committee uses to hear and respond to such complaints is described in the Rules and Regulations.