

KPRIET: Grievance Redressal Cell

KPRIET has a mechanism to deal with grievances related to students, parents, faculty/staff members and other stakeholders. Any stakeholder with a genuine grievance may approach Grievance Redressal Cell to submit this/her grievance in writing or e-



mail to grievance@kpriet.ac.in or drop a letter with proper addressee in the grievance redressal box placed in the administrative and academic block. Grievances submitted by the stakeholders are addressed regularly with the cooperation of the

respective Department / Office, maintaining confidentiality in managing the process, as the problem may be. Grievance Redressal Cell at KPRIET has emerged into a right forum providing advocacy to all the stakeholders to express their grievances freely. It is striving to ensure a responsive attitude among the stakeholders.

Objectives:

- To ensure an impartial mechanism for redressal for different issues faced by the Students/Parents/ Faculty/Staff members and other stakeholders;
- To uphold the dignity of the college by promoting cordial Student-Student relationship, Student-teacher relationship, teacher-teacher relationship;
- To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason;
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.

Committee:

Dr. J. Suryakanth	Associate Professor/Physics
Ms. M. Vilasini	Assistant Professor (Sl.G)/Electronics & Communication Engineering
Ms. A. Hema	Assistant Professor (Sl.G)/English
Mr. A. Saravanakumar	Assistant Professor (Sl.G)/Mechanical Engineering
Mr. R. Gokulan	Assistant Professor/Civil Engineering
Ms. J. Sri Indhu	Assistant Professor/Civil Engineering
Ms. N.S. Sindhu	Assistant Professor/Computer Science & Engineering

Grievance Redressal



Responsibilities:

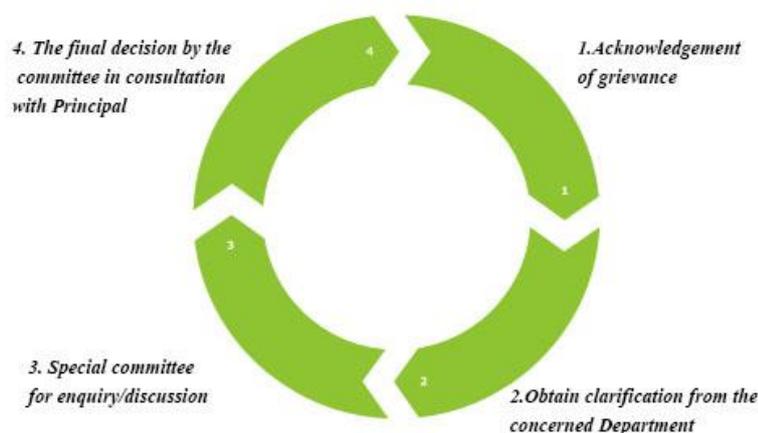
- To provide proper advocacy to stakeholders to express their grievances freely without any feel of fear of being victimized.
- To ensure fast disposal of grievance application - within a maximum time of 15 days from the receipt of application.
- To obtain the facts through proper sources in a manner, to work out a resolution of the problem involved with the parties named in the grievance application.
- To protect the privacy and confidentiality of all stakeholders during the process of investigation.
- To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process.

Types of Grievances:

Scope:

- **Academic related** such as Admissions, Attendance status, internal marks, Library facilities, coaching class, Arrears, Issuing of certificates, Special counseling, etc.
- **Extension & Extra-curricular** such as Registration in clubs, participation in other college events/ programmes, sports events, etc.
- **Amenities & Maintenance** such as Hostel accommodation, Standard of meal, stationery in campus, Computer facilities, Drinking water, Sanitation & maintenance, Security, Medical facilities, ATM etc.
- **Placements & Internships** such as On-campus or Off-campus interviews, internships, value added courses and soft skill training, etc.
- **General administration** such as Collection of fee, HR issues, Transport, Road safety, General discipline, etc.
- **Other issues** such as gender discrimination, ragging etc.

Process :



- To acknowledge the receipt of grievance on the same day of receiving it.
- Forwarding the grievance to the concerned Department to obtain the clarification within three working days
- The clarifications is scrutinized by the grievance redressal committee to find the facts concerned to it. If the clarifications provided by the concerned department is not satisfied, a special committee will be formed to enquire the issue and the report of the committee will be submitted to the grievance redressal committee within five working days.
- The final decision for the issue will be made by the grievance redressal committee in consultation with the Principal immediately.
- The final decision will be intimated to both the parties concerned with grievance on the next working day.

Exclusions:

The following Grievances shall not be construed for consideration and disposal:

- Decisions with regard to the award of prizes, fee concessions, medals, etc.
- Decisions with regard to disciplinary matters and misconduct.
- Decisions with regard to the recruitment and selection of faculty/students/staff.
- Decisions by competent authority on assessment and examination result.
- Decisions of the Academic Council/Other Academic Committees constituted by KPRIET.
- Complaints involving policy matters in which the complainant has not been affected directly/indirectly.
- Anonymous or frivolous complaints