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JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD  
**COLLEGE OF ENGINEERING JAGTIAL**  
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## GRIEVANCE REDRESSAL POLICY

**Date: 23-05-2015**

### Preamble

The institute is committed to dealing with all forms of complaints, allegations, and malpractices, including those brought forward by students, faculty, and staff. The policy also aims to comply with the provisions of the university grants commission (redress of grievances of students) regulations, 2019 & rules. The grievance-redressed directives will take effect on the date that they are given.


### Objective

The objective of this policy is to develop an attitude of responsiveness and accountability for the harmonious educational environment at the institute among all stakeholders. A Committee of complaints is formed to solve the issues reported by students seeking admission to college with the following goals: to preserve the dignity of college through the promotion of a friendly student-student relationship and the student-teacher relationship etc.

- To encourage students to express their complaints/problems without hesitation or fear of consequences.
- To encourage college students to respect one another's rights and dignity, to show utmost reticence and patience whenever there is a gap.
- To inform all students not to encourage students to fight with other students, teachers and university administration
- To recommend that all staff are friendly and not vindictive to any of the students for any reason

### Grievance defined

Grievance means a formal complaint—includes any kind of content or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with the institute that a student/ parent/ staff member thinks, believes, or even feels, is unfair, unjust or inequitable.

  
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Various types of Grievances and the concerned departments are as under:

Type of grievance	Specification
Academic related issues	Admissions, examinations, assessments, evaluation, library facilities, issuance of certificates, add on courses, research related issues, etc.
Extension & extra-curricular	Alumni registration, an award of non-academic credits, physical education, etc.
Amenities & maintenance	Hostel facilities allocation of rooms, the standard of a meal, wi-fi internet connectivity, utility-stores, computer facilities, drinking water, sanitation & hygiene, maintenance, medical facilities, etc.
Placements & internships	On campus or off campus interviews, soft skills training, internships, etc.
General administration	Collection of fee-on-line fee payment gateway, id cards, scholarships, hr related issues, transportation, etc
Other related issues	Safety & security, discipline, misbehaviours, emergency services, etc.

#### Formation of the Grievance Redressal Committee (GRC)

A grievance redressal committee shall be established to deal with the complaints of students/teaching or non-teaching staff. The Committee shall consist of the following members nominated by the employer:

- The principal of the college - chairman;
- One Professor shall act as Coordinator.
- At least three committee members must be senior teaching professors nominated by the principal
- A student:- a representative from among students of the college to be nominated by the principal based on academic merit or Competence in sports or performance in co-curricular activities.

#### Meeting of the Committee

- The Committee shall meet at least twice every academic year.
- The chairperson of the Committee can call a special meeting at any time upon written request of not less than one-third of the total number of members of the Committee, on a date not later than 15 days after receipt of such requisition by the chairperson.

### Method

The following procedure shall be followed for the investigation or inquiry of the complaints received by the GRC.

- Once received, the complaint shall be determined, reviewed, and conveyed to the department/office/individual responsible for the substantive role of the claim, requesting that the grievance be investigated and resolved within a specified time, or no later than seven days from the date of receipt of the grievances complaint.
- In the case of a grievance received through a suggestion or grievance box, the box should be opened in the presence of a committee member including a student.
- The grievance redressal Committee shall coordinate, supervise, and ensure that grievances are resolved on time. Depending on the severity of the complaint, the grievance redressal Committee may follow up on it daily with reminders before it is finally resolved.
- The grievance redressal committee will review the redressal mechanism in depth. If the committee is satisfied with the solution provided by the relevant department/office/individual, the committee will notify the grievant in writing, and the matter will be considered closed until the grievant shows approval of the resolution at this stage.
- If the grievance redressal committee is not pleased with the solution issued by the respective department/office/individual, or upon the grievant written request, the committee will schedule a hearing and notify the college/department/office/individual, as well as the grievant, via letter. If the committee determines that additional information or testimony is required to decide after the hearing, it will request that the parties send that information. In this case, the trial will be continued until the necessary documents are received.
- After the hearing or investigation, the grievance redressal committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as may be deemed fit.

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