



PONJESLY COLLEGE OF ENGINEERING

(A Christian Minority Institution, Approved by All India Council for Technical Education, New Delhi,
Permanently Affiliated to Anna University, Chennai and Recognized
by University Grants Commission under section 2(f) & 12(B), Act 1956)

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GRIEVANCE REDRESSAL POLICY	Policy No. :PJCEPL12
	Issue No. :02
	Date : 24-01-2022
Frequency/Next Revision	5 years / Academic Year: 2026-2027

Objectives

To maintain a fair, unbiased, and consistent system for redressal of various issues faced by the students.

To ensure strict confidentiality so that students approach the Complaints cum Redressal Cell without the fear of any vindictive activity.

To maintain a conducive atmosphere and relationship between the students and faculty without giving any chance to widen the gap between them that may arise because of certain simple misunderstandings.

To ascertain that immediate suitable actions are taken by addressing the faculty or by requesting the management depending upon the nature of the grievance.

Scope:

Ponjesly College of Engineering is committed to provide a friendly and harmonious environment in the campus for the students and employees. This would create a memorable feeling among them. Any one dissatisfied with any decision may approach the redressal mechanism process. The college has established the mechanism and process for redressal of grievance of students and employees. This is in accordance with UGC and AICTE guideline.

The grievances which fall under the domain of the policy includes any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything connected with the college that a student or an employee think, believes, or feels, is unfair, unjust or inequitable. The philosophy of the college is to ensuring strife free atmosphere in the Institute through promoting cordial relationship among students, staff members and inter relationship between students and staff.



The Grievances may broadly include the following:

- **Academic Matters:**
Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters, class room activities, labs, industrial visits, guest lectures, placement & training programs.
- **Financial matters:**
- **Related to dues and payments for various items from library, hostels, transport etc.**
- **Other Matters:**
Related to certain misgivings about conditions of sanitation, preparation of food (Canteen & Hostels), availability of transport, victimization by teachers etc.

The following issues are excluded from the domain of this policy:

- Decisions of the university's academic bodies;
- Decisions with regard to award of scholarship, fee concessions, medals etc;
- Decisions made by the university with regard to disciplinary matters and misconduct.
- Decisions of the university about admissions in any course offered by the institute.
- Decisions by competent authority on assessment and examination result.
- Decisions related to Women grievances and ragging.

The college website provides details of the information including e.mail address for submitting grievances.

General Guidelines:

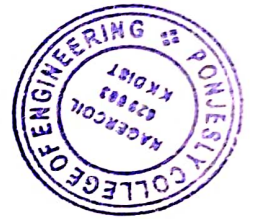
- The redressal mechanisms can be divided into two categories: Mechanisms for Students; and Mechanisms for Faculty Members and Other Staff.
- The mechanisms would be in compliance with UGC and AICTE guidelines.
- This does not cover issues like Ragging, Sexual Misconduct etc.

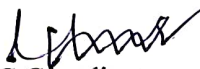

Grievances Redressal Committee

- ❖ A Complaint from an aggrieved relating to the institution shall be addressed to the Chairperson, Grievance Redressal Committees
- ❖ The Institution shall constitute such number of Grievance Redressal Committees as may be required to consider grievances, with the following composition, namely
 - A Professor-Chairperson
 - Four Professor/Senior Faculty Member of the Institution as Member.
 - A representative from among students to be nominated on academic merit and excellence in sports or performance in co-curricular activities - Special Invitee.



- At least one member or the Chairperson shall be a woman and at least one member or the Chairperson shall be from SC/ST/OBC category.
- The term of the chairperson and members shall be for a period of two years.
- The term of the special invitee shall be one year.
- The quorum for the meeting including the chairperson, but excluding the special invitee, shall be three.
- In considering the grievances before it, the GRC shall follow principles of natural justices.
- The GRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved students, preferably within a period of 15 working days from the date of receipt of the complaint.
- If anyone is aggrieved by the decision of the grievance redressal committee may prefer an appeal to the Ombudsperson within a period 15 days from the date of receipt of such decision..



Verified by	Approved by
 IQAC Coordinator	 Principal

IQAC Coordinator,
Ponjesly College of Engineering,
Nagercoil-629 003.

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