

K.S.R. College of Engineering
(Autonomous Institution)
Tiruchengode – 637 215



Institutional Policy

Vol. XIII : Grievance Policy Manual

Grievance Policy Document

The Grievance Policy Document is prepared to make all students and research scholars at K.S.R College of Engineering aware of guidelines of the institute. The policy is effective from July, 2013. It is expected that students and research scholars strictly adhere to the rules and regulations spelled out in this document. The Management reserves the right to change/modify the policy as and when necessary and apply their discretion in specific cases.

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**K.S.R. College of Engineering,
Tiruchengode – 637 215.
(An Autonomous Institution)**

A. VISION AND MISSION OF THE INSTITUTION

Vision:

We envision to achieve status as an excellent Educational Institution in the global knowledge hub, making self-learners, experts, ethical and responsible engineers, technologists, scientists, managers, administrators and entrepreneurs who will significantly contribute to research and environment friendly sustainable growth of the nation and the world.

Mission:

IM 1: To inculcate in the students self-learning abilities that enable them to become competitive and considerate engineers, technologists, scientists, managers, administrators and entrepreneurs by diligently imparting the best of education, nurturing environmental and social needs.

IM 2: To foster and maintain mutually beneficial partnership with global industries and Institutions through knowledge sharing, collaborative research and innovation.



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GRIEVANCE POLICY MANUAL

B. Objective:

- ❖ To receive grievances and appeals, to evaluate the genuineness and suggest remedial measures.
- ❖ The grievances may be related to Teaching and Learning Process, Continuous Assessment, Examination, Evaluation and service related matters.
- ❖ Students/Research scholars can also appeal for decision towards any committee through this Grievance Redressed Committee.

The students/research scholars approach the Cell to voice their grievances regarding academic and non-academic matters. The cell redresses the grievances at individual and class level and grievances of common interest. Students are encouraged to use the suggestion box placed on the campus to express constructive suggestions and grievances.

Suggestion Boxes are provided for the students/staff to air their grievances. Complaints dropped in the 'Suggestion Box' by students and oral complaints are also redressed. All complaints are scrutinized by the management and the Grievance Redressal Cell. HoD/Principal regularly attends to these as and when required. The college assures students that once a complaint is made, it will be treated with confidentiality.

Besides there is an exclusive mechanism to address the issues relating to women and their grievances.

The complaint management mechanism is carried out in three levels in the institution

- I. The departmental level grievances are attended by the concerned class advisors and Department Heads.
- II. The student coordinators and staff coordinators of grievance redressal cell act as facilitators to communicate and sort out the grievances at the department level.
- III. Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the institution.




PRINCIPAL

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