



K.S.R. COLLEGE OF ENGINEERING

(An Autonomous Institution)

Tiruchengode, Tamil Nadu - 637 215.

Institutional Policy

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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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.



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Introduction:

The Grievance Redressal Cell will enquire the grievances and suggest the final action to be initiated at the institutional level for the redressal of the same. Any student may approach the committee members, if he/she has any grievance regarding academic and non-academic matters and the committee will take up necessary action.


Objectives:

- To provide a support system for the students to address their grievances.
- To initiate proactive measures to redress the grievances of the students.
- To analyze the complaints and representations of aggrieved students and to take action with the appropriate authorities for redressal.
- To get suggestions periodically from the students for improvement.
- To Redress Students & Faculty Complaints/Grievances to solve their Academic and Administrative Problems.
- To Co-Ordinate between Students/Faculty and Departments/Sections to Redress the Complaints/ Grievances.
- To Encourage the Students to Express their Grievance / Problems Freely and Frankly, Without any Fear of being Victimized.
- To ensure Effective Solution to the Student's Grievances with and impartial and fair approach

Responsibilities:

- The grievances at departmental level are governed by the concerned mentors, class Coordinators and Department Heads then and there.
- Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the institution.




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Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge Students Grievance Redressal Cell. In case the person is unwilling to appear in self, Grievances may also be sent through web portal to the officer in-charge of Students Grievance Redressal Cell.

KSR College of Engineering have an Online Grievance Redressal System to record and maintain all the grievances from multiple stakeholders. This will be a simple online form with all the data captured, assigned manually by the admin to the right committee member, who work on it will record the action taken and update the status of the case. They would need various reports based on the different options as detailed in the reports section below.

Students -> Register Number, Name, Department, Mobile No, Mail-Id, Grievance Type, Grievance Entry, PDF/jpg attachment File as supporting document for Grievance Entry, Date and Time of Registration, REGISTER.

2. Parents -> Parent Name, Ward Register Number, Ward Name, Department, Mobile No, Mail-Id, Grievance Type, Grievance Entry, PDF/jpg attachment File as supporting document for Grievance Entry, Date and Time of Registration, REGISTER.

3. Alumni -> alumni Name, alumni Register Number/Batch, Department, Mobile No, Mail-Id, Grievance Type, Grievance Entry, Any attachment File as supporting document for Grievance Entry, Date and Time of Registration, REGISTER.

4. Faculty -> Faculty Name, Faculty Employee Id, Department, Mobile No, Mail-Id, Grievance Type, Grievance Entry, Any attachment File as supporting document for Grievance Entry, Date and Time of Registration, REGISTER.

5. Non-Teaching -> Non-Teaching Name, Employee Id, Department, Mobile No, Mail-Id, Grievance Type, Grievance Entry, Any attachment File as supporting document for Grievance Entry, Date and Time of Registration, REGISTER.

6. Public -> Name, Mobile No, Mail-Id, Grievance Type, Grievance Entry, Any attachment File as supporting document for Grievance Entry, Date and Time of Registration, REGISTER.

Initial Grievance Meeting

- The Work of the Committee begins with an initial meeting of Committee members convened by the Committee Convener.
- The Committee Convener will conduct a brief orientation to ensure that the members of the Committee are familiar with the grievance procedures and that no member has any conflicts of interest.
- The Committee will then render a fair and impartial decision on the matter based solely on the evidence before them.



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Final Decision

- The Written report of the Committee's decision must set forth the Committee's findings and recommendation.
- The recommendation addresses what action(s) the Committee has decided should be taken.
- The recommendation must be supported by the facts and the Committee should provide justification.
- A carefully reasoned decision is more likely to be persuasive and upheld.
- The Committee should decide if the matter being grieved was reached for improper or unfair reasons and if policy was violated.
- In cases where the Committee's report is forwarded to the College Principal for final decision, the Grievance procedure provides that the Principal may accept or reject any or all findings and recommendations of the Grievance Committee.
- The Principal may also seek clarifying information from the Committee, so be as systematic as possible in your recommendation.

Appeal Process

If Grievance Redressal Committee denies request for Formal Hearing

- If the Grievance Hearing Committee rejects the request for a Grievance Hearing, the Committee Convener will notify the Grievant in writing of the Committee's decision.
- The notification will contain the appeal rights of the Grievant.
- The Grievant will have fifteen(15) instructional days after receipt of the Grievance Hearing Committee's decision to appeal the decision in written to the College Principal.
- The Principal will meet and review the Grievance Hearing Committee's decision not to hold a Grievance Hearing and make a final decision.
- If the College Principal determines there will not be a formal Hearing the process is complete and the matter is resolved; if he determines there will be a Formal Hearing the Committee will proceed following Formal Hearing Procedures.

If Unsatisfied with Grievance Redressal Committee's Recommendation

- If the Grievant or Respondent is dissatisfied with the Grievance Hearing Committee's recommendation regarding the merits of the grievance a written appeal may be filed to the college Principal.
- The appeal must state the specific basis on which it is being made along with any supportive information. Then the Principal will review the Grievance Hearing Committee's decision.
- The College Principal will make a final decision on the matter. The Grievant and Respondent will be notified through the Committee Convener about the Principal decision, the process is complete and the matter resolved.



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Institutional Policy

SEXUAL HARASSMENT POLICY MANUAL

Sexual Harassment Policy Document

The Sexual Harassment 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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A. VISION AND MISSION OF THE INSTITUTION

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SEXUAL HARASSMENT MANUAL

B. Objective:

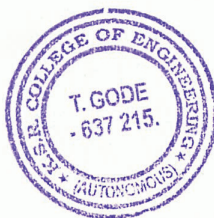
- ❖ To receive Complaints and appeals, to evaluate the genuineness and suggest remedial measures.
- ❖ The Complaints may be related to Teaching and Learning Process, Continuous Assessment, Examination, Evaluation and service related matters.
- ❖ Students/Research scholars can also appeal for decision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

Suggestion Boxes are provided for the students. Complaints dropped in the 'Suggestion Box' by students and oral complaints are also redressed. All complaints are scrutinized by the management and the Sexual Harassment Committee. 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.

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

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- II. The student coordinators and staff coordinators of Sexual Harassment Committee act as facilitators to communicate and sort out the Complaints at the department level.
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Institutional Policy

Anti-Ragging Policy Manual

Anti-Ragging Policy Manual for students

The Anti-Ragging Policy Document is prepared to make all students of K.S.R College of Engineering aware of rules and regulations of the institute. The policy is effective from July, 2013. It is expected that all the students 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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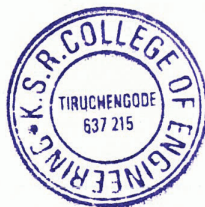
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ANTI-RAGGING POLICY MANUAL

B. Objectives:

- To prohibit, prevent and eliminate the scourge of ragging including any conduct by any student whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness a fresher or any other student, or indulging in rowdy or undisciplined activities by any student.
- To monitor, direct and oversee the functions and performance of the Anti-Ragging Squads in prevention and curbing of ragging in the institution.
- To ensure the ragging free campus.
- To promote the discipline among the student community.

Ragging is a custom in the professional colleges and university campuses in our country. K.S.R. College of Engineering has always taken adequate measures for prevention and control of ragging every year. And the ragging in the campus is probably minimum among any of the colleges. However, due to the ugly incidences of ragging in other colleges appearing in the newspapers and media, there is anxiety and fear among the freshers and their family members. The college would like to alleviate this fear and anxiety and provide a conducive environment for learning during the initial period of the course. Following the Honorable Supreme Court's direction, we aim to make K.S.R. College of Engineering a ragging free campus.




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C. ANTI-RAGGING AND DISCIPLINE:

- Rules framed under TN. Prohibition of Ragging Act, 1977 under Section 8.
- Any complaint of ragging should be made to the college management / appropriate committees by a student within three days of its occurrence.
- The management should complete the enquiry within 72 hours and file a complaint with the police if it is found a student or any other person guilty of ragging. On receipt of the complaint, the police will register a case and proceed further in accordance with law.
- The management should also report the details to the university to which it is affiliated and to the head of the department concerned and also to the Government. Similarly, in case of conviction, the officer-in charge of the police station would send a report to the college management, university, department concerned and the Government.
- A student, who was placed under suspension based on the complaint of ragging is ultimately not convicted, the management shall revoke the suspension and the period of suspension of such student shall be treated as if the student had attended the classes.
- A student who desires to discontinue the course in the middle of the curriculum will be bound by the decision of the University Authorities.
- Smoking is strictly prohibited in the institute premises. Students found smoking in the premises will face disciplinary action.
- Students should avoid bringing mobile phones to their classes. The institute seeks the co-operation of parents/guardians to discourage their wards in carrying cell phones to the institute.



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- Those found violating this are liable to be debarred from taking the University Examination and their phones will be confiscated.

D. IMPORTANT INSTRUCTIONS ABOUT RAGGING:

- The Hon'ble Supreme Court of India, New Delhi by its order dated 16.05.07 in SLP (C) No.24295/2004 stated the following in order to curb the menace of RAGGING in Educational Institutions.
- "If any incidents of Ragging comes to the notice of the authority, the concerned students shall be given liberty to explain and if his explanation is not found satisfactory, the authority would expel him from the institutions"
- The above directions of the Hon'ble Supreme Court of India will be strictly implemented.

E. VEHICULAR MOVEMENT / PARKING:

- Rash driving of any vehicle within the College premises is strictly prohibited. The speed limit to be followed in the campus is not to exceed 20km/h. All vehicles should be parked only in places ear marked for parking.



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