Minutes of Meeting

Ref. No. KPRIET/NSC-GRC/26-27/odd/001 **Dated: 30/10/2026**

Vision of the Institute	To become a premier institute of academic excellence by imparting technical, intellectual, and professional skills to students for meeting the diverse needs of the industry, society, the nation and the world at large.
Mission of the Institute	➢ Commitment to offer value-based education and enhancement of practical skills. ➢ Continuous assessment of teaching and learning process through scholarly activities. ➢ Enriching research and innovative activities in collaboration with industry and institute of repute. ➢ Ensuring the academic process to uphold culture, ethics and social responsibility.
Core Value	**PRACTICE**
	P Professionalism
	R Responsible
	A Adaptable
	C Coherent
	T Transparent
	I Integrity
	C Compassionate
	E Ethical
Culture of KPRIET	**Holistic PRACTICE**
Objective/Vision/Mission /Functions of the NSC	To ensure an impartial mechanism for redressal of grievance of students promptly, objectively and with sensitivity in a complete confidential manner To uphold the dignity of the institute by promoting cordial relationship among stakeholders, respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason

Minutes of the 1st Meeting of Academic Year 2026-2027, Odd semester held between 12:30 pm to 1:00 pm on 30/10/2026 in common board room, KPRIET

Applicable stakeholders to attend the meeting

Sl. No.	Nature of stake holder
1.	Chairman
2.	Principal
3.	Head GRC

KPR Institute of Engineering and Technology

GRIEVANCE REDRESSAL CELL

Learn Beyond

Members invited for this meeting

Sl. No.	Name	Designation	Signature
1.	**Dr. P. Ravi Kumar**	Head / Student Affairs	
2.	**Dr. A. Bazila Banu**	Professor & HoD / CSBS	
3.	**Ms. N. Menaka**	Assistant Professor I / CS	
4.	**Mr. S. Yogesh**	Psychologist	
5.	**Ms. B. Nilanthini (25MI033)**	II Year - Mechatronics Engineering	
6.	**Mr. M. Aqeel Ahamed (25EE007)**	II Year - Electrical and Electronics Engineering	

Agenda of the Meeting:

1. Action taken and approval on the previous minutes of meeting
2. Students grievances suggestions, assessment and action plan
3. Support and Counselling
3. Identify best practices and Future plans and actions
4. Concluding remarks

Minutes of the Current Meeting

Sl. No.	Points Taken up for discussion	Remarks/Action to be taken	Responsibility	Target date
1	Review of Grievance Redressal Policies and Procedures	The committee reviewed the existing grievance redressal policies, procedures, and the roles and responsibilities of members. Emphasis was placed on ensuring transparency, confidentiality and timely resolution of student grievances.	GRC Committee Members	Continuous
2	Review of Previous Meeting and Action Taken	The committee reviewed the minutes of the previous meeting and discussed the status of grievances received and resolved during the period from May to October.	Head – GRC	Continuous
3	Student Grievances and Resolution Mechanism	The committee discussed grievances related to academic activities, infrastructure, student facilities and other institutional concerns. Members emphasized prompt investigation, appropriate corrective measures and effective resolution of grievances.	GRC Committee Members	Continuous
4	Student Counselling and Support Services	The committee discussed the availability of counselling services and the role of in-house counsellors in addressing students' academic, personal and emotional	Head – GRC / Counsellors	Continuous

Sl. No.	Points Taken up for discussion	Remarks/Action to be taken	Responsibility	Target date
		concerns. Necessary support and guidance were recommended.		
5	Awareness of Grievance Redressal Mechanism	The committee emphasized creating awareness among students regarding the grievance submission process, available reporting channels and the functioning of the Grievance Redressal Cell.	GRC Committee Members / Mentors	Continuous
6	Confidentiality and Fair Handling of Grievances	The committee stressed maintaining strict confidentiality of grievances and ensuring fair, unbiased and transparent handling of complaints without discrimination or retaliation.	Head – GRC	Continuous
7	Monitoring and Follow-up of Grievances	The committee recommended periodic monitoring of grievance records, reviewing pending cases and obtaining feedback from students to improve the effectiveness of the grievance redressal mechanism.	GRC Committee Members	Continuous
8	Future Action Plan and Continuous Improvement	The committee discussed measures to strengthen the grievance redressal system through regular meetings, student feedback, improved communication and timely corrective actions.	Head – GRC / Committee Members	Continuous

30/4/26

Head/GRC

Learn Beyond

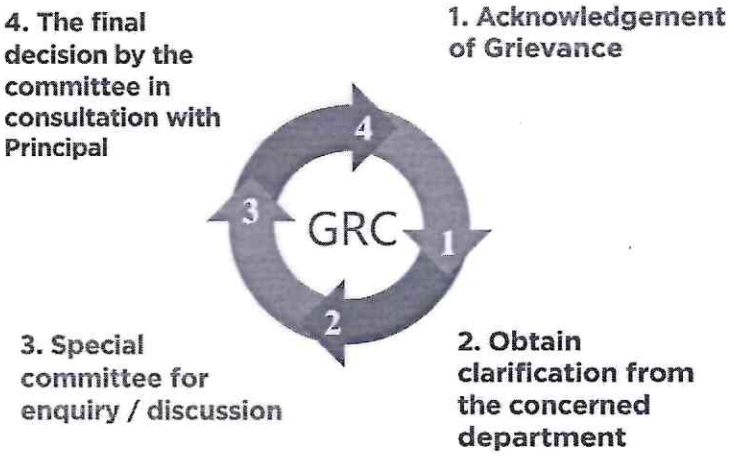
Responsibilities

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

Scope

- Academic related such as admissions, attendance, internal marks, library, coaching classes, arrears, issuing of certificates, special counselling etc
- Extension & Extra-curricular related such as registration in clubs, participation in college events / programmes, sports events, etc
- Amenities & Maintenance related such as hostel accommodation, quality of food, stationery shop in campus, computer facilities, drinking water, sanitation & house-keeping, security, medical facilities, ATM etc
- Placements & Internships related such as On-campus or Off-campus interviews, internships, value added courses and soft skill training etc
- General administration related such as collection of fee, HR issues, transport, road safety, general discipline etc
- Other issues such as gender discrimination, ragging etc

Process



- Acknowledging the receipt of grievance on the same day of receiving
- Forwarding the grievance to the concerned Department to obtain clarifications within three working days
- Scrutiny of the clarifications by the grievance redressal committee to find the facts concerned. If the clarifications provided by the concerned department are not satisfactory, a special committee is formed to enquire into the issue and the report of the committee is submitted to the grievance redressal committee within five working days.
- The final decision on the issue will be made by the grievance redressal committee in consultation with the principal which will be intimated to all the parties concerned on the next working day.

Matters relating to the following will not be taken up by the GRC

- Award of prizes, medals, fee concessions etc
- Disciplinary matters and misconduct
- Recruitment / Enrolment and selection of faculty/students/staff
- Decisions of the competent authority on continuous assessment and examination results
- Decisions of the Academic Council/Other Academic Committees constituted by KPRIET
- Complaints involving policy matters
- Anonymous or frivolous complaints