KPRIET: Grievance and Redressal Committee

KPRIET has a mechanism to deal with grievances related to students, parents, faculty / staff, Alumni, and other stakeholders. Any stakeholder with a genuine grievance may approach the Grievance and Redressal Committee to submit his/her grievance in writing or e-mail to grievance@kpriet.ac.in or drop a letter with proper identification and address in the grievance redressal box placed in the administrative block. Grievances submitted by the stakeholders are addressed regularly with the cooperation of the respective Department / Office, maintaining confidentiality in managing the process. Grievance and Redressal Committee at KPRIET has emerged as a right forum for providing advocacy to all the stakeholders to express their grievances freely.

Objectives:

- To ensure an impartial mechanism for redressal for different issues faced by the Students/Parents/Faculty/Staff members/Alumni and other stakeholders;
- To uphold the dignity of the college by promoting a cordial Student-Student relationship, Student-teacher relationship, teacher-teacher relationship;
- To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any, for any reason;
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.

Committee:

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<thead>
<tr>
<th>Name &amp; Designation</th>
<th>Role</th>
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<tr>
<td>Dr. M. Akila (Principal)</td>
<td>Chairman</td>
</tr>
<tr>
<td>Dr. S. Ramachandran, HoD /Chemical Engineering</td>
<td>Head of the committee</td>
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<tr>
<td>Dr. D. Vijayalakshmi, HoD /Civil Engineering</td>
<td>Member</td>
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<tr>
<td>Dr. S. Vairam, Controller of Examinations</td>
<td>Member</td>
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<tr>
<td>Dr. M. Sathya, Assistant Professor/Maths</td>
<td>Member</td>
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<tr>
<td>Mr. E. Joel, Assistant Professor/Mechanical Engineering</td>
<td>Member</td>
</tr>
<tr>
<td>Ms. M. Swathy, Assistant Professor/Biomedical Engineering</td>
<td>Member</td>
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<tr>
<td>Mr. D. Sathish Kumar, Assistant Professor/Electrical &amp; Electronics Engineering</td>
<td>Member</td>
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Responsibilities:

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

Types of Grievances:

Scope:

- **Academic related** such as Admissions, Attendance status, internal marks, Library facilities, coaching classes, Arrears, Issuing of certificates, Special counseling, etc.
- **Extension & Extra-curricular** such as Registration in clubs, participation in other college events/programmes, sports events, etc.
- **Amenities & Maintenance** such as Hostel accommodation, Standard of food, stationery, Computer facilities, Drinking water, Sanitation & maintenance, Security, Medical facilities, ATM etc.
- **Placements & Internships** such as On-campus or Off-campus interviews, Internships, value added courses and soft skill training, etc.
- **General administration** 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 it.
- Forwarding the grievance to the concerned Department to obtain the clarification within three working days.
- The clarifications are scrutinized by the grievance and redressal committee to find the facts concerned. If the clarifications provided by the concerned department are not satisfactory, a special committee will be formed to enquire the issue and the report of the committee will be submitted to the grievance redressal committee within five working days.
- The final decision on the issue will be made by the grievance and redressal committee in consultation with the Principal immediately.
- The final decision will be intimated to the parties concerned on the next working day.

Exclusions:

The following Grievances shall not be for considered by the committee:

- Decisions with regard to the award of prizes, fee concessions, medals, etc.
- Decisions with regard to disciplinary matters and misconduct.
- Decisions with regard to the recruitment and selection of faculty/students/staff.
- Decisions by competent authority on assessment and examination result.
- Decisions of the Academic Council / Other Academic Committees constituted by KPRIET.
- Complaints involving policy matters.
- Anonymous or frivolous complaints.