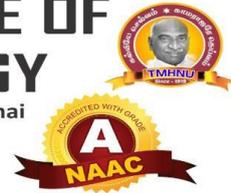




THENI MELAPETTAI HINDU NADARGAL URAVINMURAI

# NADAR SARASWATHI COLLEGE OF ENGINEERING & TECHNOLOGY

Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai  
Accredited by NAAC with "A" Grade  
An ISO 9001 : 2015 Certified Institution  
Vadapudupatti, Annanji (po), Theni - 625 531



## STUDENT GRIEVANCE REDRESSAL POLICY (SGRC)

### 1. Preamble

Nadar Saraswathi College of Engineering and Technology is committed to maintaining a fair, transparent, and responsive system for addressing grievances of students and staff. This policy establishes a structured mechanism for receiving, examining, and resolving grievances in a time-bound and impartial manner while ensuring confidentiality and principles of natural justice.

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### 2. Objectives

- Provide an effective grievance redressal mechanism.
  - Ensure fair and unbiased handling of complaints.
  - Promote transparency and accountability.
  - Maintain a harmonious academic environment.
  - Ensure timely resolution of grievances.
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### 3. Scope

This policy applies to **students, teaching faculty, and non-teaching staff.**

It covers grievances related to:

- Academic issues
  - Examination matters
  - Infrastructure and laboratory facilities
  - Library services
  - Transport and hostel facilities
  - Administrative matters
  - Discipline-related concerns
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### 4. Constitution of Student Grievance Redressal Committee (SGRC)

The institution shall constitute a **Student Grievance Redressal Committee (SGRC)** with the following members:

- **Chairperson** – Senior Professor
- **Members** – 3 to 5 Senior Faculty Members (including one woman faculty member)
- **Member Secretary** – Senior Faculty / Administrative Officer
- **Student Representative** – Special Invitee (if required)
- **Ombudsperson** – Nominee appointed as per regulations of Anna University

**Role of Ombudsperson:**

The Ombudsperson acts as an independent authority to review unresolved grievances or appeals after the decision of the institutional SGRC.

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**5. Three-Tier Grievance Redressal Mechanism**

**Level 1 – Department Level**

The complainant shall first approach the **Class Advisor / Tutor / Head of the Department**. The matter should normally be resolved within **3–5 working days**.

**Level 2 – College Level (SGRC)**

- Complaint submitted in writing / email / online
- Entry made in **Grievance Register**
- **Acknowledgement within 2 working days**
- Committee enquiry and hearing if required
- Recommendation submitted to the **Principal**
- Final decision communicated within **15 working days**

**Level 3 – Appeal (Ombudsperson)**

If the complainant is not satisfied with the decision of the **College SGRC**, the matter may be appealed to the **Ombudsperson appointed under Anna University regulations**.

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**6. Modes of Submission**

Grievances may be submitted through:

- Written complaint
  - Official grievance email
  - Online grievance form on the college website
  - Grievance Drop Box installed on campus
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**7. Procedure for Redressal**

The grievance redressal process includes:

1. Receipt of complaint
  2. Registration and grievance number allotment
  3. Acknowledgement to complainant
  4. Preliminary scrutiny
  5. Committee meeting and hearing
  6. Recommendation to Principal
  7. Decision and communication
  8. Closure and documentation
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## 8. Time Frame

Activity	Time Frame
Acknowledgement	Within 2 working days
Preliminary Review	Within 5 working days
Final Disposal	Within 15 working days

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## 9. Record Maintenance

The following records shall be maintained:

- Grievance Register
- Minutes of Meetings
- Action Taken Reports
- Monthly and Annual Reports

Records shall be preserved for a **minimum period of three years.**

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## 10. Monitoring

- **Quarterly review** by the Principal
  - **Annual review** by the Governing Council
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**Approved by:** Management / Governing Council

**Effective Date:** \_\_\_\_\_

**Institution Seal:** \_\_\_\_\_