



A. J. Institute of Engineering and Technology Mangaluru



Approved by AICTE New Delhi, Affiliated to VTU Belagavi & Recognised by Govt. of Karnataka
(A unit of Laxmi Memorial Education Trust (R))

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GRIEVANCE REDRESSAL POLICY

Policy Statement

AJ Institute of Engineering & Technology (AJIET) is committed to providing a conducive and supportive environment for all its members. In line with this commitment, the Grievance and Redressal Committee (GRC) has been established to address concerns, grievances, and complaints raised by students and staff members promptly.

Scope of the policy

Grievance and Redressal policy at A J institute of Engineering & Technology applies to all the students and staffs at AJIET. The GRC operates under the guidelines set forth by statutory and regulatory bodies such as the University Grants Commission (UGC) and the All India Council for Technical Education (AICTE).

Objectives

The primary objectives of the Grievance Redressal Committee are as follows:

- To provide a fair and impartial platform for addressing grievances related to academic and non-academic matters.
- To ensure prompt and effective resolution of grievances to maintain a harmonious learning and working environment.
- To uphold transparency and accountability in the grievance redressal process.
- To safeguard the rights and interests of students and staff members.

Functions:

The Grievance Redressal Committee commits to the following functions:

- Receiving and registering grievances from students and staff members.
- Conducting thorough investigations into the grievances received, ensuring confidentiality and impartiality throughout the process.


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A.J. Institute of Engineering & Technology
Mangaluru - 575 006

- Providing opportunities for complainants and respondents to present their respective cases and evidence.
- Providing mediation and counselling services to facilitate cooperative resolutions whenever feasible.
- Recommending appropriate actions or solutions to address the grievances, including disciplinary measures if necessary.
- Maintaining records of grievances received, actions taken, and outcomes achieved for future reference and analysis.

Policy Details:

The Grievance Redressal Committee operates based on the following policy details:

- The committee ensures that its grievance redressal mechanisms are easily accessible to all students and staff members. Grievances can be submitted through various channels, including online platforms, email, written submissions, or in-person meetings with committee members.
- Student Grievance Redressal Portal: URL: <https://www.ajiet.edu.in/grv/index.php>
This portal is specifically designed for students to submit their grievances online. Students can access the portal using the provided URL and follow the instructions to register their grievances. Grievances submitted through this portal will be reviewed and addressed by the Grievance Redressal Committee in accordance with the institute's policies and procedures.
- Staff Grievance Redressal Portal:
URL: https://www.ajiet.edu.in/grv/Staff_Grievance.php This portal is dedicated to staff members for submitting their grievances electronically. Staff members can visit the provided URL and follow the prompts to submit their grievances. Grievances submitted through this portal will be reviewed and addressed by the appropriate authorities within the institute.
- Students are also encouraged to email their grievances to grc@ajiet.edu.in. Grievances submitted via email should include relevant details and documentation to facilitate effective resolution.
- WhatsApp Submission: Alternatively, students may submit their grievances via WhatsApp to the designated coordinator or any other committee members. Grievances sent via WhatsApp should provide concise information and may include supporting evidence if available.



Principal

A.J. Institute of Engineering & Technology
Mangaluru - 575 006

- Written complaints can also be dropped in designated suggestion boxes placed at strategic locations across the campus. These suggestion boxes provide a confidential and convenient means for students to submit their grievances.
- Upon receiving grievances, the Grievance Redressal Committee will promptly assess each complaint, considering its merits and the gravity of the situation on a case-by-case basis. The committee will conduct a thorough review to determine the appropriate course of action.
- Students who require assistance or guidance in submitting their grievances may approach any committee member during working hours. Committee members will be available to provide support and address any queries or concerns regarding the grievance redressal process.
- All grievances are handled with the utmost confidentiality to protect the privacy and dignity of the parties involved. Information related to grievances is shared only on a need-to-know basis within the committee.
- The committee is committed to addressing grievances promptly within a defined timeframe to minimize disruption and inconvenience to the parties involved.
- The grievance redressal process is conducted in a fair, transparent, and impartial manner, ensuring that the rights of both the complainant and the respondent are respected and upheld.
- The Grievance Redressal Committee operates in compliance with the relevant regulations and guidelines prescribed by regulatory bodies such as the UGC and AICTE.

Working mechanism Details

The Committee addresses grievances received in writing from students concerning the following matters:

- **Academic Matters:** This includes issues related to the timely issuance of duplicate mark sheets, transfer certificates, conduct certificates, or any other examination-related matters.
- **Financial Matters:** This includes concerns regarding dues and payments for various items such as library fees, hostel fees, etc.
- **Other Matters:** This category covers grievances related to conditions of sanitation, food preparation, availability of transportation, and any other general concerns students may have.

Disciplinary Action



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A.J. Institute of Engineering & Technology
Mangaluru - 575 006

Depending on the nature and severity of the grievance, the Grievance Redressal Committee may recommend disciplinary action against the responsible party. Disciplinary measures are implemented in accordance with the rules and regulations of AJIET and may include warnings, fines, suspension, or expulsion, as deemed appropriate.

Committee Composition:

The Grievance Redressal Committee comprises the Principal, faculty members, and student representatives. The committee is coordinated by a faculty member appointed by the institute administration.

DETAILS	Position
Principal	Chairman
Senior Professor	Coordinator
Senior Professor	Member
Assistant / Associate Professor (3-5)	Members
Students from any branches (02)	Student Members

The management of A J Institute of Engineering & Technology reserves the right to amend the policy issued as and when it is required.

for **A.J. Institute of Engineering & Technology**

For LAXMI MEMORIAL EDUCATION TRUST (R.)
A.J. INSTITUTE OF ENGINEERING OF TECHNOLOGY

President
President

Date: 10/12/2016

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