



JIT

Jayalakshmi Institute of Technology

NH-7, Salem Main Road, T. Kanigarahalli, Thoppur,

Dharmapuri, Tamil Nadu - 636 352.

(Approved by AICTE - New Delhi, Affiliated to Anna University - Chennai)

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JIT- Student Grievance Redressal Committee (SGRC)

1. Policy Statement:

Jayalakshmi Institute of Technology is committed to ensuring transparency, fairness, and accountability in addressing the grievances of students and in maintaining a harmonious academic environment within the institution.

The Student Grievance Redressal Committee (SGRC) functions to address and resolve student grievances in a time-bound and confidential manner, ensuring procedural fairness and adherence to the guidelines of the All India Council for Technical Education (AICTE) and other statutory regulatory bodies.

2. Vision:

To promote and sustain a fair, harmonious, and grievance-free academic atmosphere by providing an effective mechanism for redressal of student concerns.

3. Objectives:

The objectives of the SGRC are:

- ❖ To create awareness among students regarding the benefits and support available under the Grievance Redressal Cell.
- ❖ To effectively implement the grievance redressal regulations and guidelines of AICTE, Anna University and UGC.
- ❖ To ensure maximum outreach to students who are entitled to and in need of support.
- ❖ To establish a transparent and structured forum for initiating and pursuing grievance procedures.
- ❖ To provide an accessible, fair and efficient grievance redressal mechanism.

- ❖ To maintain a peaceful and amicable academic environment within the institution.
- ❖ To develop accountability and approachability among all stakeholders.
- ❖ To promote cordial relationships between students and teachers, and among students.
- ❖ To encourage students to express grievances freely without fear of victimization.
- ❖ To address complaints related to academic matters namely classroom management, teaching methodology, syllabus completion, evaluation issues, and any form of mental or physical harassment (as applicable under institutional policies).
- ❖ To ensure confidentiality, transparency and accountability in grievance handling.

4. Functions:

- ❖ Installation of Complaint / Suggestion Boxes near the Principal's office and reception area.
- ❖ Students may personally approach any member of the Cell.
- ❖ Prompt attention to grievances received.
- ❖ Addressing academic and administrative concerns of students.
- ❖ Facilitating coordination between students and staff for timely resolution.
- ❖ Reviewing complaints and acting as per institutional policy.
- ❖ Submitting periodic reports to the Principal.

5. Scope of the Committee:

The SGRC addresses grievances related to:

- ❖ Academic matters (teaching methodology, syllabus completion, evaluation issues)
- ❖ Administrative concerns
- ❖ Infrastructure and maintenance
- ❖ Classroom management
- ❖ Student–teacher and student–student issues
- ❖ Complaints of mental or physical harassment (excluding cases handled by statutory bodies like ICC or Anti-Ragging Committee)

6. Procedure:

The grievance redressal procedure serves as a formal mechanism to resolve issues between students and the institution.

- ❖ Students must submit grievances **in writing** addressed to the Committee or any of its members.
- ❖ The complaint may be dropped in the complaint box near the Principal's office or submitted directly to the Coordinator or Committee member.
- ❖ Anonymous complaints may also be submitted through the Suggestion Box.
- ❖ The Coordinator reviews the complaint and forwards it to the Committee.
- ❖ The Committee examines the issue confidentially and decides on appropriate action.
- ❖ After consensus, the student is informed of the resolution.
- ❖ Immediate remedial measures are taken wherever required.
- ❖ A quarterly report detailing grievances received and resolved is submitted to the Principal.

Matters are disclosed only to individuals who have a legitimate role in resolving the issue. The process ensures:

- Right to be heard
- Freedom from bias
- Procedural fairness
- Confidential handling of complaints

7. Mechanism for Redressal of Grievances of Students

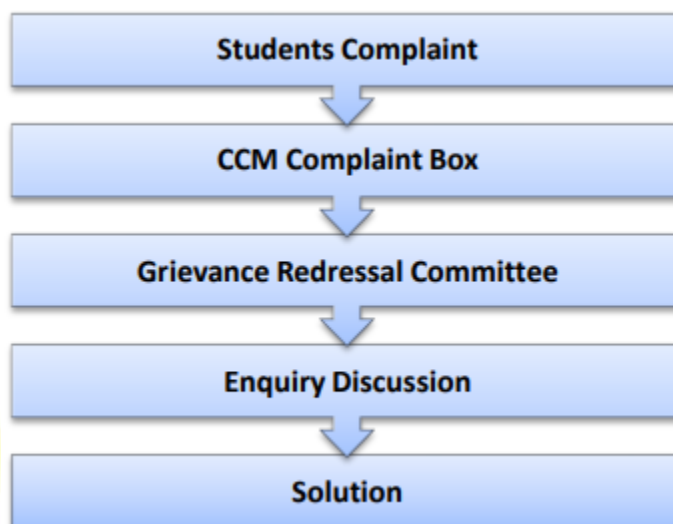
Students are the primary stakeholders of the institution. The institute ensures transparency at all stages and provides the following structured grievance redressal mechanism:

Grievances may broadly include:

1. Academic
2. Non-Academic

The Grievance Redressal Cell is established to safeguard student rights and ensure their holistic development. The Cell addresses issues related to physical or mental harassment and other difficulties faced by students.

The Committee convenes meetings periodically and takes appropriate steps to redress grievances in a timely and impartial manner.



8. Outcomes and Impact:

- ❖ Improved student satisfaction.
- ❖ Strengthened student–faculty relationship.
- ❖ Prompt resolution of infrastructure and academic issues.
- ❖ Systematic corrective measures implemented to prevent recurrence.
- ❖ No major grievances reported during the previous academic year.

Minor grievances received were resolved promptly with necessary corrective action, and students were informed accordingly.

9. Exclusions:

The Grievance Redressal Cell shall not entertain the following issues:

- ❖ Decisions of the Executive Council, Academic Council, Board of Studies, and other Administrative or Academic Committees constituted by the University.
- ❖ Decisions regarding the award of scholarships, fee concessions, medals, etc.

- ❖ Decisions made by the University/Institution concerning disciplinary matters and misconduct.
- ❖ Decisions regarding admissions to any course offered by the Institute.
- ❖ Decisions by the competent authority on assessment and examination results.
- ❖ Such matters must be addressed through the respective statutory authorities as per institutional and university regulations.

10. Composition of the Committee

As per UGC Regulations, the SGRC is constituted with the following members:

S.No.	Present Nominee	Position	Contact No.
1.	Dr. K. Tamizharasu, Principal	Chairperson	9087666100
2.	Dr.C.Sugumaran,- IQAC - Director	Special Invitee	9843147441
3.	Mr.K.Jaganathan, Academic - Director	Special Invitee	9842668487
4.	Dr.S.Muniraj, Director - HR	Special Invitee	9087666101
5.	Mr.R.Senthil, HOD/S&H	Coordinator	8012452639
6.	Dr.G.Goukulakrishnan, Prof./CSE	Faculty Member (Male)	9087666200
7.	Mrs. G.Gayathri, AP/IT	Faculty Member (Female)	8056789646
8.	Mr.G.Navinraj , AP/ECE	Faculty Member (Male)	9965230524
9.	Mrs.S.Naveena , AP/EEE	Faculty Member (Female)	8072793459
10.	Mrs. M.Seetha, AP/Civil	Faculty Member (Female)	9566895579
11.	Mr.M.Palanivel, AP/Mech.	Faculty Member (Male)	8428746686
12.	Keerthana S	Students Member	9344547636
13.	K.Tamilselvi	Students Member	9361755820
14.	Arunkumar K	Students Member	6380753745
15.	Mrs. Mrs.Muthalagu	Coordinator	9790456978