

COIMBATORE INSTITUTE OF TECHNOLOGY (CIT), COIMBATORE

STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

POLICY AND GUIDELINES

1. PREAMBLE

Coimbatore Institute of Technology (CIT), Coimbatore is committed to providing a fair, transparent, inclusive, student-centric, and accountable academic environment. The Institute recognizes the right of every student to seek redressal of grievances relating to academic, administrative, financial, infrastructural, and welfare matters.

To ensure effective grievance resolution, the Institute establishes a Student Grievance Redressal Committee (SGRC) in accordance with:

- UGC (Redressal of Grievances of Students) Regulations, 2023.
- AICTE Approval Process Handbook and Student Grievance Redressal Guidelines.
- Relevant Government of India notifications and higher education regulations.
- Institutional quality assurance and governance practices.

The Institute shall also facilitate access to the Ombudsperson mechanism as prescribed under UGC Regulations.

2. OBJECTIVES

The objectives of the SGRC are:

1. To provide an accessible, transparent, and time-bound mechanism for grievance redressal.
2. To safeguard the rights and interests of students.
3. To promote accountability and fairness in institutional administration.
4. To address grievances relating to academic, administrative, financial, and welfare matters.
5. To prevent discrimination, harassment, victimization, and unfair treatment.
6. To ensure that grievances are resolved through due process and principles of natural justice.
7. To strengthen student confidence in institutional governance.
8. To continuously improve student support services through feedback and grievance analysis.

3. SCOPE OF THE POLICY

This policy applies to:

- Undergraduate Students
- Postgraduate Students
- Research Scholars
- Interns and Apprentices undergoing Institute-approved training
- Students seeking admission to CIT
- Alumni in matters directly connected to certification, transcripts, and pending institutional obligations

The policy covers grievances arising from:

Academic Matters

- Admission processes
- Eligibility and enrollment
- Curriculum delivery
- Internal assessment
- End-semester examinations
- Evaluation and grading
- Revaluation procedures
- Project assessment
- Research supervision

Administrative Matters

- Issue of certificates and transcripts
- Student records
- Attendance-related matters
- Identity cards and institutional documentation

Financial Matters

- Fee collection
- Fee refund

- Scholarships
- Fellowships
- Stipends
- Financial assistance schemes

Student Welfare Matters

- Hostel facilities
- Library services
- Laboratory access
- Internet and digital services
- Transportation
- Sports and recreational facilities

Student Rights and Equity

- Discrimination based on caste, religion, gender, disability, language, or socio-economic background
- Harassment and victimization not covered under statutory committees
- Denial of legitimate student facilities and services

4. GRIEVANCE REDRESSAL STRUCTURE

The grievance redressal mechanism shall function through a multi-level structure.

Level I: Department Grievance Redressal Committee (DGRC)

Composition

- Head of Department – Chairperson
- Faculty Advisor/Class Tutor
- Department Student Counselor/Mentor
- Student Representative (where necessary)

GRIEVANCE REDRESSAL COMMITTEE:

Sl. No.	Name of the faculty	Designation
1.	Dr. A. Rajeswari	Principal
2.	Dr. P. Vinayagam	Dean – Student Affairs Professor, Department of Civil Engg.
3.	Dr. P. Indumathi	Professor, Department of Information Science and Technology, CEG Campus, Guindy AU Chennai.
4.	Dr. Latha Mercy	Professor in EEE Govt. College of Technology, Coimbatore.
5.	Dr. P. Santhi	Professor, Head of Department in Humanities
6.	Dr. J. Devishree	Dean -Alumni Engagement, Deputy Warden Professor in EEE
7.	Dr. N. Deepa	Assistant in ECE Department
8.	Ms. M. Priya	Assistant in Office

Functions

- Receive and address departmental grievances.
- Attempt resolution through discussion and mediation.
- Forward unresolved matters to the College SGRC.

Level II: Students' Grievance Redressal Committee (SGRC)**Composition**

As per UGC Regulations and AICTE Guidelines:

Chairperson

- A senior Professor nominated by the Principal.

Members

- Two senior faculty members not below the rank of Associate Professor.
- One senior administrative representative.
- One faculty member from Student Affairs/Academic Affairs.

Student Representative (Special Invitee)

- One meritorious student representative nominated by the Principal from the Student Council or recognized student body.

Representation Requirements

The Committee shall ensure adequate representation of:

- Women students
- SC/ST students
- OBC students
- Persons with Disabilities (PwD), wherever applicable

Quorum

A minimum of three members including the Chairperson shall constitute the quorum.

Sl. No.	Name of the faculty	Designation
1.	Dr. A. Rajeswari	Principal
2.	Dr. P. Vinayagam	Dean – Student Affairs Professor, Department of Civil Engg.
3.	Dr. P. Indumathi	Professor, Department of Information Science and Technology, CEG Campus, Guindy AU Chennai.
4.	Dr. Latha Mercy	Professor in EEE Govt. College of Technology, Coimbatore.
5.	Dr. P. Santhi	Professor, Head of Department in Humanities
6.	Dr. J. Devishree	Dean -Alumni Engagement, Deputy Warden Professor in EEE
7.	Dr. N. Deepa	Assistant in ECE Department
8.	Mr. Rajendran S	Chairperson of Students Union, VII Sem B.Tech. AI & DS (2303717624321043)
9.	Ms. Dhanyasakthi S	Secretary of Students Union, V Sem B.Tech. IT (2403717620522007)
10.	Ms. Dhanya Shree M	Joint Secretary of Students Union, V Sem M.Sc. (SS) (2403717672622012)

Level III: Ombudsperson

An Ombudsperson appointed as per UGC Regulations shall hear appeals from students dissatisfied with the SGRC decision 2025-26.

Sl. No.	Committee Type	Name of the faculty	Designation
1.	OMBUDSMAN	Dr. M. Senthil	Professor & Head Dept. of Management Studies

5. GRIEVANCES THAT MAY BE CONSIDERED

The SGRC may consider grievances relating to:

1. Admission irregularities.
2. Delay in declaration of results.
3. Errors in examination or evaluation processes.
4. Non-transparent assessment procedures.
5. Delay in issuance of certificates.
6. Fee refund disputes.
7. Delay in scholarship disbursement.
8. Hostel and transportation issues.
9. Denial of academic facilities.
10. Laboratory and workshop access issues.
11. Placement and internship-related institutional grievances.
12. Discrimination or unfair treatment.
13. Violation of institutional regulations affecting students.

6. MATTERS NOT ORDINARILY CONSIDERED

The SGRC shall not ordinarily entertain:

- Cases already pending before courts or tribunals.
- Matters covered under the Internal Complaints Committee (ICC).
- Ragging complaints handled by the Anti-Ragging Committee.
- Service matters relating to employees.
- Anonymous or pseudonymous complaints lacking sufficient evidence.

7. FILING OF GRIEVANCES

Online Submission

Students may submit grievances through the Institute's Online Grievance Redressal Portal.

Offline Submission

Students may submit written grievances to:

- Head of Department
- Dean (Student Affairs)
- SGRC Chairperson
- Principal's Office

Required Information

The complaint shall include:

- Name and Register Number
- Department and Programme
- Contact Details
- Nature of Grievance
- Supporting Documents
- Relief Sought

8. PROCESS OF REDRESSAL

Acknowledgement

Every grievance shall be acknowledged within 3–7 working days.

Preliminary Scrutiny

The SGRC shall examine whether the grievance falls within its jurisdiction.

Hearing

The Committee may:

- Seek written explanations.
- Conduct meetings with concerned parties.
- Examine records and documents.
- Hear witnesses where necessary.

Principles

Proceedings shall follow:

- Natural Justice
- Fair Hearing
- Impartiality
- Transparency
- Confidentiality

9. TIMELINES

Activity	Timeline
Acknowledgement of Complaint	Within 3–7 Working Days
Preliminary Review	Within 7 Working Days
Hearing and Investigation	Within 15 Working Days
Recommendation by SGRC	Within 15 Days of Receipt
Appeal to Ombudsperson	Within 15 Days of Decision
Disposal by Ombudsperson	Normally within 30 Days

10. CONFIDENTIALITY

The identity of:

- Complainant
- Respondent
- Witnesses
- Committee Members

shall be protected and disclosed only where required under law.

Records shall be maintained securely.

11. PROTECTION AGAINST RETALIATION

No student shall suffer:

- Academic disadvantage
- Threats or intimidation
- Discrimination
- Victimization

for filing a genuine grievance.

Any retaliatory action shall attract disciplinary proceedings.

12. FALSE OR FRIVOLOUS COMPLAINTS

Where a complaint is found to be deliberately false, malicious, or frivolous after due inquiry, appropriate disciplinary action may be recommended.

However, inability to substantiate a grievance shall not by itself attract any penalty.

13. RESPONSIBILITIES OF THE INSTITUTE

The Institute shall:

1. Maintain an online grievance portal.
2. Display SGRC details prominently on the website.
3. Publish grievance procedures in the Student Handbook.
4. Conduct awareness programmes on grievance redressal.
5. Maintain grievance records and action taken reports.
6. Ensure accessibility for students with disabilities.
7. Coordinate with ICC, Anti-Ragging Committee, Equal Opportunity Cell, SC/ST Cell, and other statutory bodies where necessary.

14. ANNUAL REPORT

The SGRC shall prepare an Annual Report containing:

- Number of grievances received.
- Category-wise classification.
- Number resolved.

- Pending grievances.
- Average disposal time.
- Systemic improvements recommended.

The report shall be submitted to the Principal, Governing Council, and other authorities as required.

15. REVIEW OF POLICY

This Policy shall be reviewed periodically and revised in accordance with:

- UGC Regulations
- AICTE Guidelines
- Government Notifications
- Institutional Requirements
- Quality Assurance Recommendations