



SMK FOMRA

INSTITUTE OF TECHNOLOGY

Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai
Old Mahabalipuram Road, (I.T Highway), Near Kelambakkam, Chennai - 603 103.

Grievance and Redressal Cell

INTRODUCTION

The formation of Students and Staff Grievance Cell is to promote and maintain a conducive and unprejudiced educational environment where students and staffs are experiencing that; there has been an infringement of their rights. It is a measure to develop responsive and accountable attitude among college officials to ensure that, there is no laxity in terms of fair-deal with the students. It is to deal with the complex situations in a tactful manner to lessen the condition felt to be oppressive or dissatisfied.

OBJECTIVE

- To redressal of Student's Grievances to solve their academic and administrative problems.
- To co-ordinate between Students and Departments to redress the grievances
- To guide ways and means to the students to redress their problems to support, those students who have been deprived of the services offered by the college, for which he / she is entitled.
- To make officials of the college responsive, accountable and courteous in dealing with the students.
- To ensure effective solution to the students' grievances with an impartial and fair approach.
- To ensure Zero Tolerance against harassment and discrimination of any kind of girls students (With Reference to AICTE Direction).

PROCEDURE

The grievance procedure is a machinery to sort out the various issues between students of our college and our services. It means by which a student who believe that, he / she has been treated unfairly with respect to his / her academic / administrative affairs or is convinced to be discriminated is redressed. It is a device to settle a problem. It enables to express feelings by

initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college.

It involves a process of investigation in which 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Matters are disclosed to only those, who have a legitimate role in resolving the matter. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".

The students/staffs are ought to lodge their grievances in the prescribed form available with our cell in-charge. The form, duly filled, is required to be submitted in the grievance cell. The in-charge in turn intimates the matter to the committee for necessary action. Final report based on grievance received and resolved will be submitted to the Principal and further course of action will be decided and the same shall be intimated to the students/staffs.

Response to the grievance of students and staff will be taken immediately.

EXCLUSIONS

GC shall not entertain following issues.

1. Decisions of the Academic Council / Board of studies and other academic / administrative committees constituted by the college.
2. Decisions with regard to award of scholarships / fee concessions / awards / medals.
3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the college in admissions of my courses.
5. Decisions of the competent authority on assessment and examination result.

The Committee Members are

1. Dr.C.Ezhilarasan/VP
2. Mr.Gowri Shankar,HOD /BME
3. Mr.Sudarshan , HOD/CIVIL
4. Mr.Joel , HOD/CSE
5. Mrs. kavitha, HOD/ECE
6. Mr.Vasudevan, HOD/EEE
7. Mr. Prabhu christoper, HOD/MECH
8. Mrs.Kala, HOD/S&H