

SAINTGITS COLLEGE OF ENGINEERING

GRIEVANCE AND REDRESSAL SYSTEM

SAINTGITS is committed to provide a fair and value based education to its students. Grievances if any can be raised and students have the right to have redressal for their genuine grievances.

Students can raise their grievances through multiple ways which include

1. Interacting with Faculty Advisors
2. Interaction with Head of the department
3. Placing grievances through grievance box

Grievance Redressal Committee: Saintgits College of Engineering has a grievance handling Committee which consists of a senior teacher as convenor and faculty members of different departments as members. The reports to Principal and maintain the records relevant to the activities of the Committee.

The Major responsibilities of the committee are:

- Ensure a fair, impartial and consistent way for redressal of various issues faced by the stakeholders
- Uphold the dignity of the college by promoting cordial student-student relationship, student-teacher relationship, and teacher-teacher relationship
- Develop a responsive and accountable attitude among all the stakeholders, thereby maintaining a harmonious atmosphere in the college campus
- Ensure that grievances are resolved with complete confidentiality
- Ensure that the views of grievant and respondent are respected and that any party to a grievance is not discriminated or victimized
- Ensure stakeholders to respect the rights and dignity of one another
- The cell shall hear the concerns of grievant and respondent any other person connected with the grievance

Procedures:

- Grievant and respondents shall be present in person before the cell for all hearings
- Grievance with legal complexity like sexual harassment/misconduct or of other criminal nature shall be dealt with after consulting with the Principal and Management for further legal advice
- The grievance cell shall find the facts and recommend to the Principal with a copy to the concerned person for further action
- The convenor is the custodian of minutes of meeting and it should include action taken report on resolving earlier grievances
- The convenor is responsible for uploading the details in the AICTE portal on timely basis