



# ST. JOSEPH'S

COLLEGE OF ENGINEERING  
AND TECHNOLOGY,  
- PALAI -

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Cycle 1 - NAAC Accreditation 2023

Criteria-5

## Student Support and Progression

5.1 Student Support

*Submitted to:*



**National Assessment and Accreditation Council**

## Criterion - 5

# Student Support and Progression

## CONTENTS

### 5.1 Student Support

5.1.4 The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases

- Mechanisms for submission students' grievances

- [Online Submission](#)

- [Offline Submission](#)

[Proforma for Offline Grievance Submission](#)

## **Online Link for Grievance Submission**

CYCLE 1 - NAAC ACCREDITATION 2023

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**SAMPLE COPY OF  
GRIEVANCE PORTAL IN  
COLLEGE WEBSITE**



# Grievance Redressal Portal

Grievance Redressal System is a mechanism to receive and act on complaints and grievances reported by customers of a private organization or public citizens accessing a government (G2C) service.

MEMBERS

RAISE GRIEVANCE

## Raise your grievance

I would like to complaint as :

I would like to complaint as :

Complaint about :

Choose complaint

Name :

Your name

Email :

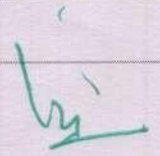
Email address

Mobile Number :

Mobile number

Your grievance :

Your grievance...





Attachment:  No file chosen

SUBMIT GRIEVANCE

## The Grievance Committe Members



Dr. V. P. Devassia,  
Chairman  
9447820405



Dr. Madhukumar S  
Convenor  
9495431623



Sabarinath G  
Member  
9447583520



Jiji Joseph  
Member  
9495204171



Elizabeth Alphonsa Jose  
Member



Tom Zacharias





Mereen Thomas

Member

9847043961

Thank you for using grievance redressal portal

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**ST. JOSEPH'S**  
COLLEGE OF ENGINEERING  
AND TECHNOLOGY,  
- PALAI -

**PROFORMA FOR FILING COMPLAINT WITH STUDENTS GRIEVANCE  
REDRESSAL CELL**

1. I would like to complaint as:

2. Complaint about:

3. Name(optional):

4. Department & Batch (optional):

5. Register No (optional):

6. Email (optional):

7. Mobile Number (optional):

8. Details of Grievances:





## 5. GRIEVANCE REDRESSAL POLICY

To address the grievances of the students, parents and others, as per All India Council for Technical Education (AICTE) regulations, 2012 under clause 1 of section 23 of the AICTE Act, 1987 regarding the establishment of Mechanism for Grievance Redressal in Technical Institutions, Grievance Redressal Committee (GRC) is formed in the college. The objective of GRC is to develop a harmonious educational environment in the institute.

### Composition and Tenure of the Committee

- The committee shall comprise of a Chairperson, Convener and two other senior teaching faculty members.
- Principal of the college shall be the chairperson.
- Members of the committee shall be nominated by the chairperson for a tenure of two years.
- A representative from among the students of the college to be nominated by the chairperson as special invitee.

### Scope of the grievances

Grievances may be related to any of the following matters:

- Academic Matters – Issues related to assessment, attendance, marks, and other examination related matters etc.
- Financial Matter – Issues related to charging of fees, scholarships and payments
- Administration Matters – Issues related to infrastructure, basic amenities, sanitation, transport or victimization
- Harassment and Ragging by colleague students or teachers etc.

### Grievance receiving mechanisms

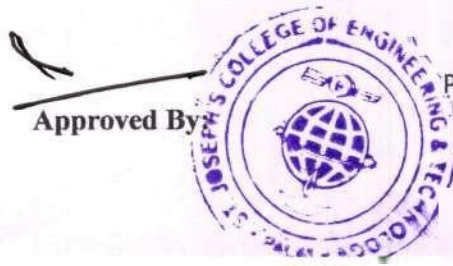
Anyone with a genuine grievance may lodge their complaint to GRC along with necessary documents, if any. The grievance shall be reported by using any of the following modes:

- Report submission in person by approaching the chairman of the Committee

Prepared by:

Verified by:

Approved By





- The suggestions periodically obtained through the suggestion boxes installed at various college buildings.
- Online at the website <https://gms.sjcetpalai.ac.in/sjcet>
- Through e-mail to [grievance@sjcet.ac.in](mailto:grievance@sjcet.ac.in)
- Writing to "The Chairman, Grievance Redressal Committee, St. Joseph's College of Engineering and Technology, Palai, Choondacherry P O, Kottayam, Kerala - 686579

### **Grievance redressal mechanism**

- After the receipt of the application from the aggrieved, the chairman of GRC shall fix the date, time and venue of the meeting after having a discussion with the members.
- The meeting shall be scheduled within ten days of receipt of the application.
- All relevant papers shall be circulated as hard / soft copy to all the members on or before the date of the meeting.
- After fixing of the date of the meeting, a hard copy of the notice must be sent to the applicant to be present in the meeting and convey his or her grievances before the Committee and the acknowledgement of receipt would be placed on record.
- The Committee members are expected to deliberate upon the case, the grievance of the applicant and the rules laid down by the institute. The brief facts, and final recommendations by the Committee members shall be recorded in the format of minutes of the meeting.
- The minutes shall be circulated to all the members of the Grievance Committee for their signatures.
- The decision of the Grievance Committee shall be communicated in writing to the applicant at the earliest.
- In case of anonymous letters the action of the complaint will be treated at the discretion of the chairman

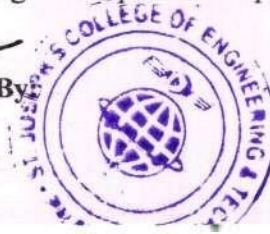
### **Appeal**

- The applicant shall have the right to file an appeal to the Ombudsperson within 15 days from the date of the written communication of recommendations of the committee.
- The applicant shall send written communication to the college conveying his desire to file an appeal to the Ombudsperson. The college shall place the appeal along with all

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Approved By:





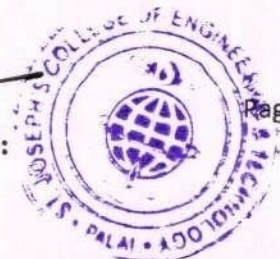


- relevant material before the Ombudsperson and inform the applicant accordingly. The Ombudsperson shall within a reasonable time decides the appeal. Final decision would be communicated to the applicant by the college.

Prepared by:

Verified by:

Approved By:





# GRIEVANCE REDRESSAL MECHANISM

Students should adopt the following procedure for redressal of any grievance:

Students are free to report their grievances to any of the committee members or they can drop their written grievances in the complaint boxes placed at publically accessible spots in the college. They may also register their complaints in the online Grievance Redressal Portal, <http://gms.sjcetpalai.ac.in>

The Grievance Redressal Committee members will meet at least once in every 6 months or on receipt of a grievance. The committee will review the grievance and recommend appropriate action to be taken by the Principal.





**Objectives of Grievance Cell**

Grievance cell is constituted for redressal of the grievances of Faculty, Staff and Students. Meeting of the cell is conducted regularly to examine the grievances of the Faculty, Staff and Student received and the Cell proposes necessary measures to be taken by the Administration to resolve the same.

**MEMBERS OF THE CELL**

The Cell consists of the following members;

- |  |          |
|--|----------|
| 1. Principal   | Chairman |
| 2. Dr. Madhukumar S, Vice Principal                            | Convener |
| 3. Mr. Sabarinath G, Asst. Professor, ECE                      | Member   |
| 4. Mr. Tom Zacharia, Asst. Professor, ME                       | Member   |
| 5. Ms. Jiji Joseph, Asst. Professor, S&H                       | Member   |
| 6. Ms. Elizabeth Alphonsa Jose, Asst. Professor, EEE           | Member   |
| 7. Ms. Mereen Thomas Vadakkal, Asst. Professor, CSE            | Member   |
| 8. Student representative (Vice Chairman of the College Union) |          |

**CONTACT ADDRESS:**

Chairman  
 Grievance Cell  
 St. Joseph's College of Engineering and Technology, Palai  
 Choondacherry P O  
 Kottayam, Kerala – 686 579  
 Telephone No : 04822 239777    Extn: 777  
 Mobile : +91 9447820405  
 Email : [principal@sjcetpalai.ac.in](mailto:principal@sjcetpalai.ac.in)



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**Activities:**

SJCET's GAC is committed to providing a harmonious, fair and just learning environment by ensuring that students and staff have access to processes that allow for appeals, complaints and grievances to be resolved.

Student and staff grievance resolution processes seek to facilitate the informal resolution of grievances as close as possible to the source of student dissatisfaction, though there will be instances when either students may choose to lodge a formal appeal or a grievance needs to go to a higher authority for resolution.

SJCET's GAC approach to student grievance resolution emphasizes:

- Fairness and impartiality
- The handling of grievances informally where possible
- The principles of natural justice and procedural fairness
- Effective, reciprocal communication and feedback

**Role and Responsibilities of the Grievance and Appeals Committee (GAC)**

1. Student Grievance Committee shall hear complaints and appeals arising from the policies on:

- a. Evaluation and assessment
- b. Academic programs
- c. Student progress
- d. Appeals arising from higher degree research studies.
- e. Student admission
- f. Breaches of academic integrity
- g. Problems arising in the context of their association with the institute, including those involving faculty misconduct in an instructional setting
- h. Administrative operations or decisions relating to academic matters.
- i. Other policies, not listed above, which provide for scope to the Grievance Committee.

2. **Jurisdiction:** The committee is charged with hearing those student grievances related to faculty misconduct in the performance of his or her duties in an instructional setting. It should be understood, however, that certain cases do not fall under the jurisdiction GAC, but are subject to special investigatory procedures: cases involving sexual harassment or sexual misconduct; cases involving discrimination on the basis of race, color, age, national origin, religion, gender, sexual orientation, disability, or any other protected status; and cases involving allegations of fraud or plagiarism in research.



3. The grievance once received, the Chairman shall be responsible for the distribution of a copy of the grievance to the other members of the Grievance Appeal Committee.

4. **Investigating a Potential Grievance:** The duty of GAC is to provide fair representation for all of its members. The Committee Member appointed to investigate a potential grievance shall investigate the grievance and report the results of the investigation to the Grievance Committee, along with a recommendation. At all stages in the handling of a potential grievance, the Grievance Committee and members undertake to maintain a policy of confidentiality and assess the grievance fairly, without discrimination, and in a non-arbitrary fashion. Depending on the circumstances and seriousness of the grievance, the investigation shall include:

- (i) At least one meeting with the aggrieved member to determine all relevant facts and secure all relevant documentation. The investigating Grievance Committee member shall interview or attempt to interview any relevant witnesses to the facts of the grievance.
- (ii) During the course of the investigation, the investigator will maintain careful notes of interviews with the aggrieved member and relevant witnesses.
- (iii) Fostering intellectual inquiry in a climate of academic freedom and integrity. Its members, students and faculty alike, are expected to uphold these principles and exhibit tolerance and respect for others.
- (iv) In addition to the written statements and testimony of the student and the faculty member, the Committee may collect and consider any information it deems relevant and hear from anyone it deems to have relevant information. Both the student and faculty member may suggest the names of persons with relevant information, but the Committee makes the final decision about whom to interview.
- (v) The proceedings and the Committee's deliberations shall be confidential and not open to the public.

**Timeframe for Committee Proceedings, Its Report and the Decision:** The Committee shall make every effort to address requests for reviews during the monthly meeting after they have been submitted and to inform students of its decision within 10 working days thereafter. (the Committee meets only once monthly).

Online grievance facility will be available shortly.



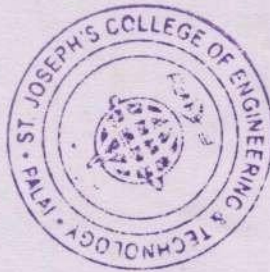
*Joseph*



# INTERNAL COMPLAINT COMMITTEE

Internal Complaint Committee has been constituted as per section 4 of AICTE Regulations. (Gender sensitization, prevention, and prohibition of sexual harassment of women employees and students and Redressal of Grievances).

Women employees and Girl students / their parents can approach internal complaint committee for any complaint pertaining to Gender sensitization and sexual harassment.



*Tessy*  
Dr. TESSY KURIAN



## INTERNAL COMPLAINT COMMITTEE

### Vision

Make the campus free from sexual harassment of women.

### Mission

Promotion of gender amity and gender equality in the campus

Suggestions to management about methods to prevent gender injustice

### Objectives

- Giving Awareness to students on precautions for prevention of sexual harassment.
- Counselling to parents about need for giving moral support to adolescent children
- Instructions to students regarding reporting and redressal of sexual harassment.
- Give Suggestions to management to prohibit sexual harassment by female employees and students

