

CIPET Students Grievance Redressal Portal on CIPET website: www.cipet.gov.in

Preamble

Students Grievance Redressal Committee (SGRC) is operational at each CIPET Centre as per guidelines provided by CIPET Head Office. The students approach the SGRC at their Centre to voice their grievances regarding academic and non-academic matters. The Committee redresses the grievances at individual and class level and grievances of common interest. In addition, Complaints dropped in the 'Suggestion Box' available at the Centre, by students and oral complaints are also redressed. All complaints are scrutinized by the SGRC. The Head of the Centre (HOC) attends to these on daily basis. The SGRC meets once every month to discuss the problems being faced by students. The Institute assures students that once a complaint is made, it will be treated with confidentiality.

The complaint management mechanism is carried out in three levels at the Centre:

- The departmental level grievances are attended by the concerned class student Coordinators, staff Mentors and Department Heads.
- The student coordinators and staff mentors act as facilitators to communicate and sort out the grievances at the department level.
- Unresolved grievances at the departmental level are referred to the SGRC of the Centre.

Students are encouraged to use the Suggestion Box placed on the campus to express constructive suggestions and grievances.

In addition, the **Students Grievance Redressal Portal** (SGRP) is set-up to probe into the student grievances in accordance with AICTE guidelines. Students can post their grievances for redressal on CIPET website: www.cipet.gov.in. The **SGRP** monitoring Committee attempts to address genuine problems and complaints of students whatever be the nature of the problem. Besides there is an exclusive mechanism to address the issues relating to women and their grievances.

Objective

- To create a platform where students can point out their problems regarding academic and non-academic matters.
- Get suggestions from the students for improvement.
- Take necessary steps for improvement in the light of grievances.

Functions

- The cases are attended promptly on receipt of written grievances from the students.
- The Committee formally meets to review all cases, prepares a statistical reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure

- The setting of the Students Grievance Redressal Portal (SGRP) for students will be widely published.
- The students may feel free to put up a grievance in the format attached and drop it in boxes placed at conspicuous locations.
- The Committee for looking into the grievances submitted on SGRP will act upon those cases which have been forwarded along with the necessary documents.
- **The Committee on SGRP will take up only those matters which have not been resolved by the Centres.**

Functional Committee

Presiding Officer: Dr. Sania Akhtar, Principal Director (Academic)

Sl. No.	Members
1.	Mr. A.K. Singh, Head (Academic-Admin)
2.	Mr. M. Navaneethan, OLC In-charge
3.	Centre Head of concerned Centre
4.	Training I/c or /Hostel I/c of concerned Centre (as per the issue)

Exclusions

The Students Grievance Redressal Portal monitoring Committee shall not entertain the following issues:

- Decisions of CIPET or Academic Committees constituted by the University.
- Decisions with regard to award of scholarship, fee concessions, medals, etc.
- Decisions made by CIPET with regard to disciplinary matters and misconduct.
- Decisions of CIPET about admissions in any courses offered by the Institute.
- Decisions by competent authority on assessment and examination result.

The Student(s) or Person(s), who is(are) willing to launch any complaints, shall send their representation for redressal of their grievance to the Students Grievances Redressal Portal on CIPET website: www.cipet.gov.in.

Please Note:

- *The identity of the complainant is compulsory for effective resolution of the complaint. It is assured that the confidentiality will be maintained.*
- *Students are strongly advised to seek redressal to their complaints at the Centre-level first for quick relief. Only if the problem persists and is not being attended to/resolved by the Centre, they may send complaint to this portal.*
- *Complainants who submit (a) false complaints with mischievous intent or (b) complaints based on falsehoods will be dealt with severely.*