



Viswajyothi College of Engineering and Technology
Vazhakulam, Muvattupuzha, Ernakulam, Dist Kerala

VJCET Student Grievance and Redressal Policy

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	Names	Designation	Sign	Date
Prepared	Mrs. Anju Susan George	HOD, Dept. of IT, VJCET		21/09/15
Checked	Mr. Naveen Jacob	Vice Principal, VJCET		23/09/15
Approved	Dr. Josephkunju Paul C	Principal, VJCET		25/9/15

SUMMARY

VJCET Student Grievance and Redressal Policy formulated in alignment with the "All India Council for Technical Education (Prevention and Prohibition of Ragging in Technical Institutions, Universities including Deemed to be Universities imparting technical education) Regulations 2009" and "UGC Regulations curbing the menace of ragging in higher educational institutions, 2009" which have been notified on 4th July, 2009 in the Gazette of India; and revised as per the public notice issued by APJ Abdul Kalam Technological University on "Curbing the Menace of Ragging in KTU Affiliated Technical Institutions" on 10th August, 2015

PREAMBLE

As the All India Council for Technical Education and APJ Abdul Kalam Technological University, a State Government University; is intent on the healthy development of all students; physically and psychologically; and the prohibition, prevention and the elimination of the scourge of ragging and associated undisciplined activities; VJCET is bound to adopt the necessary measures to ensure the student welfare on its part; to reinforce these initiatives. It is imperative for VJCET to place the interests of all students at the core of policy making and come up with a dedicated policy to support students in all avenues of curricular and co-curricular activities; thereby creating an enabling environment for them to bloom into full-fledged professionals. Necessity of guidance and counselling services in all higher education institutions cannot be overstated due to increasing complexities of modern life that have placed heavy demands and responsibilities on students. Hence, the core objective of VJCET Student Grievance and Redressal Policy is to raise general awareness among students on matters pertinent to ragging and sexual harassment; and to instill confidence in them to raise their grievances related to academic, social and psychological well-being which would duly be addressed and resolved, so as to facilitate a healthy campus environment for students.

VJCET Student Grievance and Redressal Policy

1. Objectives

- To act as an institutional mechanism for providing guidance and mentoring services to students on academic matters.
- To provide individual and group services to students ,thereby nurturing their personal and emotional well-being
- To create an affirming environment for students to bloom into full-fledged professionals by developing their inherent and acquired skills

2. Functions

- To offer an interactive platform for students to resolve their problems concerning classroom learning.
- To facilitate guidance to students on their emotional well-being by organizing counselling sessions for them.
- To mentor the students by way of a mentor-mentee system to monitor academic progress.
- To constitute class committees and convene meetings for each class twice a semester so that student representatives and concerned faculty members directly interact and evaluate the efficacy of teaching – learning process
- To constitute and convene course committees for 1st year students to support them in academic/nonacademic aspects
- To ensure safety and security (physical/emotional) by way of organizing Anti-ragging awareness programs

3. Organisation

Following are the four entities functioning in parallel to realize the objectives. A full-fledged mechanism to address and resolve the grievances of the students are in place.

3.1 The Student Grievance Redressal Cell

The student grievance redressal cell is constituted with all the heads of the departments. All complaints pertinent to academic and non-academic matters as well as sexual harassments of

students are to be dealt by the cell. Students are free to handover the grievances to any of the committee members or else can drop their written grievances in the complaint box placed in front of the office. They may also put up their grievance as an e mail to ***grievance@vjcet.org***.

The complaint recipient puts up the matter with the concerned HOD in the cell and the HOD immediately consults with the faculty advisor of the student. If the situation demands, the faculty advisor would contact the concerned parent/ guardian/ hostel warden. In case the matter needs further attention, it is referred to the Student's Welfare /Counselling Centre. At the appellate level, the Principal will redress all the unresolved cases in consultation with College Council and the Director. The committee will review the grievance and recommend appropriate actions

3.2 Student's Welfare /Counselling Centre.

The Student's Welfare /Counselling Centre operates with full time services of a clinical psychologist. The center is responsible for nurturing the personal, emotional and academic well-being of students and helping them to reach their full potential by providing individual and group counselling services to promote an affirming environment. There is also a mentor-mentee system in the department to monitor student's academic progress and behavior aspects. A dedicated counselling space is provided in all departments such that students can discuss their problems maintaining confidentiality with their mentors.

3.3 Anti-Ragging Committee

Anti-Ragging Committee is the Supervisory and Advisory Committee in preserving a culture of ragging free environment in the college campus. The Anti-Ragging Committee is constituted under the stipulation from AICTE and APJ Abdul Kalam Technological University, Kerala.

The Principal chairs the committee and all the Heads of the Departments, president of PTA, wardens of hostels, Public Relations Officer, Student Council Chairman, General Secretary and Vice Chairman are members. Representation from the local Police Station, Gramapanchayath, NSS unit of the college and media representatives are also ensured in the committee. Anti-Ragging Committee is involved in designing strategies and action plans for curbing the menace of ragging in the college by adopting an array of activities. Awareness programs are conducted by the Anti-Ragging Cell every year, to impart perception to students on

the consequences of indulging in ragging activities. Also, display boards are put up at strategic locations in the college which highlights the rules and regulations in connection with ragging.

3.4 Anti-Ragging Squad

Anti-Ragging Squad operates under the auspices of the Anti-Ragging Committee and it seeks time to time advice from the Anti-Ragging Committee. Anti-Ragging Squad functions to avoid the incidents of ragging, if any, happening / reported in places of student aggregation including, classrooms, canteens, buses, grounds, hostels etc. The squad educate the students by adopting various means about the menace of ragging and related consequences and its legal aspects. The Anti-Ragging Squad is constituted with a gent faculty member and a lady faculty member from each department as members. Regular monitoring of discipline within the campus is ensured and any complaints of students which come under purview of ragging are to be immediately reported to the squad. Anyone who suspects or comes to know about, or becomes a victim of ragging inside or outside the campus may contact any of the anti-ragging committee members, whose contact details are disseminated in the Academic Schema.
