



## **Avinashilingam Institute for Home Science and Higher Education for Women**

(Deemed to be University under Category A by MHRD, Estd. u/s 3 of UGC Act 1956)

Re-accredited with A+ Grade by NAAC. Recognised by UGC Under Section 12 B

Coimbatore - 641 043, Tamil Nadu, India

# *Grievance Redressal Cell*

**Effective From : 15 - 07 - 2015**

**Revised on: 16 - 04 - 2021**

## **POLICY DOCUMENT**

*S. Kousalya*

**Registrar**

**Avinashilingam Institute for Home Science  
and Higher Education for Women  
(University Estd. u/s. 3 of UGC Act. 1956  
Coimbatore - 641 043**

Approved in 114<sup>th</sup> BOM held on 16-04-2021 - Item No.: 4.6  
(Revised)

## **GRIEVANCE REDRESSAL POLICY**

### **Preamble:**

Avinashilingam Institute for Home Science and Higher Education for Women is committed to providing a safe, fair and harmonious learning and work environment. Grievance Redressal Cell was set up in accordance with the University Grants Commission regulations 2019 (The Gazette of India, May 06, 2019) for handling day-to-day grievances related to students.

### **Objectives :**

- To meet the legitimate expectations of students for better ,faster and more effective services
- To continuously improve AIHSHE service rules, standards and capabilities.
- To maintain highest standards of integrity,ethics and transparency in the students
- To develop on organisational framework to resolve Grievances of students
- To provide the students access to immediate, hassle free resource to have their Grievance redressed
- To enlighten the students on their duties and responsibilities
- To establish structured interactions with students to elicit information, academic and administrative process in their expectations
- To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy

### **Scope of the Policy:**

Grievances may include the following complaints of the aggrieved students namely:

1. Making admission contrary to merit determined in accordance with declared admission policy of the institute
2. Irregularity in the admission process adopted by the institute
3. Refusing admission in accordance with the declared admission policy in the institute
4. Withholding or refusing to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by person for the purpose of seeking admission in such institute, with a view to induce or compel such person to pay fee or fees in respect of any course or programme of study which such person does not intend to pursue.
5. Demand of money in excess of that specified in the declared admission policy or approved by the complaint authority to be charged by such institution.
6. Breach of the policy for reservation in admission as may be applicable

  
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7. Unnatural delay in conduct of examination or declaration of results beyond that unspecified in the academic calendar; except for unavoidable reasons.
8. On provision of student amenities as may have been promised or required to be provided by the institution
9. Denial of quality education as promised at the time of admission or required to be provided.
10. Non –transparent or unfair evaluation practices
11. Harassment and victimization of students including sexual harassment; and refund of fees on withdrawal of admissions as per AIHSHE instructions from time to time.

**Documenting grievances:**

The Grievances Redressal Mechanism shall start with proper decimation protocol. The Grievance shall include any communication that expresses dissatisfaction about an action or lack of action or about the standard of service /deficiency of service of academic or administrative nature of the AIHSHE. Thus any communication, as defined above – written, verbal or digital –shall be recorded in the Grievance system. Immediately on receipt of Grievance, the concerned office shall send a written communication to the complainant, stating the following:

- Acknowledging his /her communication
- The name, address, email id and phone number of the authority to whom the Grievance has been forwarded (in case the Grievance relates to another office)
- The name, address, email id and phone number of the authority to whom the Complainant could escalate the matter if his Grievance is not redressed within the specified timeframe or if he/she is not satisfied with action taken.

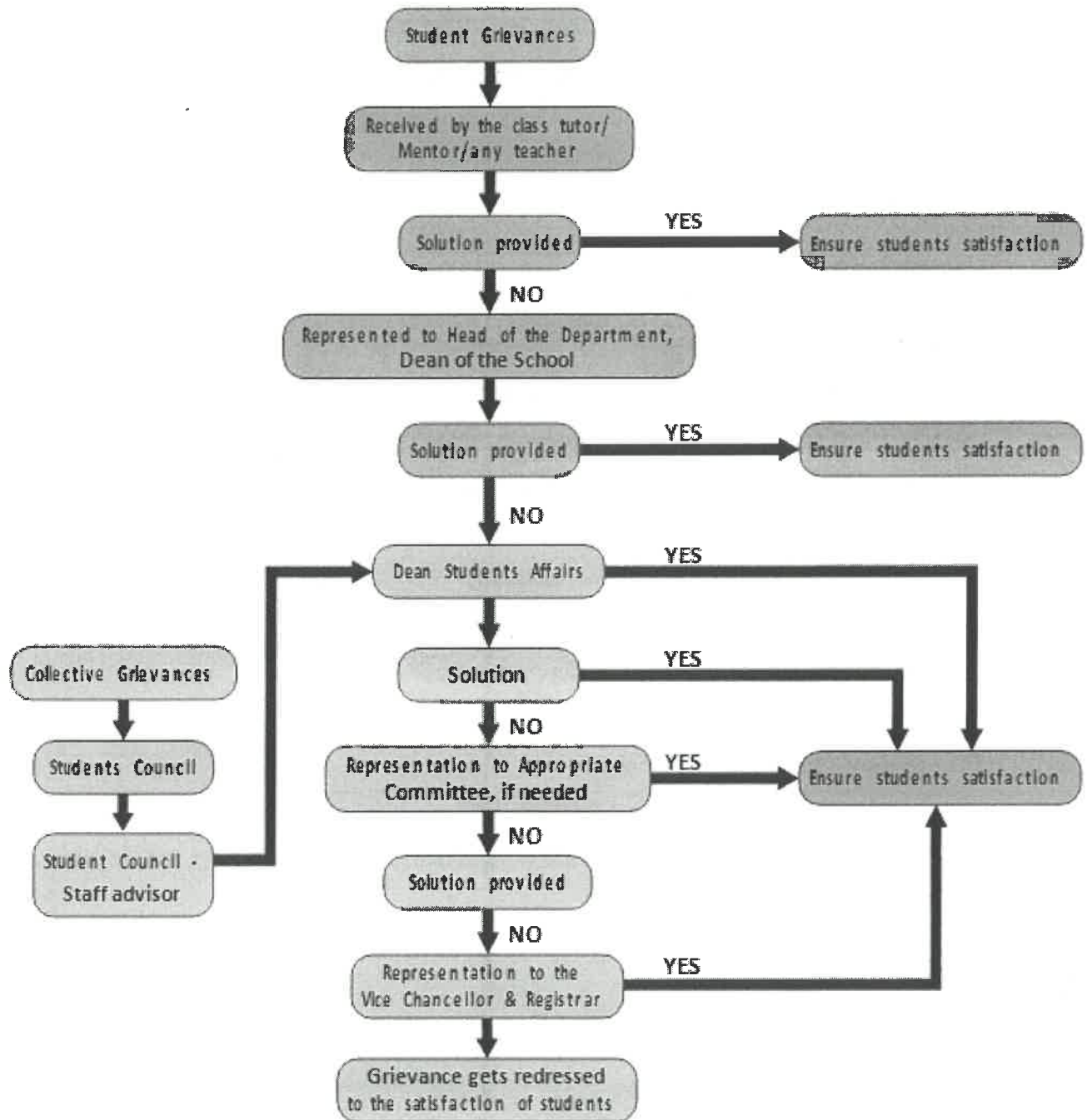
**Structured of Grievance Redressal Mechanism:**

The Grievance Redressal mechanism for aggrieved students would be constituted and working accordance with UGC guidelines vide UGC (Grievance Redressal) 2019 Regulations.



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The mechanism adopted by the institute in addressing the student's grievances is systematically depicted as follows:



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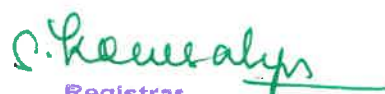
### **Grievance Redressal Mechanism:**

There is a systematic mechanism adopted by the institute for addressing the grievances of students. Students consult their class tutors, mentors and any staff member in the department for any issues regarding admission, fee details, examination, evaluation or for any grievances. After providing the solution, the staff members ensure that the students are satisfied. If they are unable to find a solution, they ask the students to approach the Head of the Department or the Dean of the School. They look into the issue and give solution to the students' grievances and also ensure their satisfaction. If not, the issue is addressed to the Dean, Student Affairs.

Also, the members of Student Council collect the grievances from students and approach the Staff Advisor of Student Council. The Staff Advisor brings the issue to the Dean, Student Affairs. All the grievances are handled by the Dean, Student Affairs who clears their issues and makes sure that the students are satisfied. If not, Dean, Student Affairs represents the particular issue to the appropriate committee for proper solution. If the solution cannot be provided by the committee, Dean, Student Affairs represents the issue to the Vice Chancellor and the Registrar of the institute. They solve all the grievances and make sure that all the issues of the students are rectified.

### **Procedure for conduct of business at the meetings:**

- In the absence of the chairman, a senior member nominated by Vice Chancellor shall work as Chairperson of the committee
- Registrar, who is ex –officio Secretary, shall not have a right to vote.
- The term of membership for members other than ex-officio members and students shall be two years.
- A member, who does not attend two consecutive meetings of the committee without leave of absence, shall cease to be member of the committee.
- If a vacancy occurs due to the resignation, illness or death of any member or for any other reason, Vice Chancellor shall fill it within one month
- The decisions in the committee shall be taken by a simple majority of votes. In the case of a tie, the chairperson shall have a casting vote.
- Registrar shall maintain the minutes of the committee's deliberations.



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### **Structure of Grievance Redressal Cell:**

The Grievance Redressal Committee for aggrieved students would be constituted and working exactly as per the UGC guidelines vide UGC (Grievance Redressal) Regulations 2019.

### **Grievance Redressal Cell**

There shall be a Grievance Redressal Cell at the institute level. It shall consist of Grievances Committee

### **University Student Grievance Redressal Committee (USGRC)**

(i) The Vice Chancellor of an affiliating University shall constitute such number of University Student Grievance Redressal Committees (USGRC), as may be required to consider grievances unresolved by one or more CSGRC or DSGRC or ISGRC and each USGRC may take up grievances arising from colleges/departments/ Institutions, on the basis of the jurisdiction assigned to it by the Vice Chancellor.


- A senior Professor of the University – Chairperson;
- Dean, Student Welfare or equivalent – Member;
- Two Principals drawn from the affiliating colleges, other than those connected with reports of CSGRC under review, to be nominated by the Vice-Chancellor – Members;
- One Professor of the University - Member;
- A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance inco-curricular activities – Special Invitee.

(ii) The Chairperson, members and the special invitee shall have a term of two years.

(iii) The quorum for the meeting, including the Chairperson, but excluding the special invitee, shall be three.

(iv) In considering the grievances before it, the USGRC shall follow principles of natural justice.

(v) The USGRC shall send its report and recommendations, if any, to the Principal of the College relating to the grievance/Head of the department/School/Institution with a copy thereof to the aggrieved student, within 15 days of the receipt of the grievance.

  
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(vi) Any student aggrieved by the decision of the University Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within in a period of fifteen days from the date of receipt of such decision.

**Powers and Duties of the Committee:**

1. If the committee is unable to settle a grievance, lodged by students, the committee shall direct the aggrieved person to lodge his / her grievance with the Registrar of the institution and the Registrar of AIHSHE shall keep the matter before the grievances committee at the AIHSHE level.
2. The aggrieved student of the AIHSHE may lodge her grievance with the Registrar of the AIHSHE. The *Ex-officio Secretary* shall place the grievance before the AIHSHE level grievance committee at the earliest.
3. The committee at the AIHSHE level shall hear and settle the grievance, as far as may be practical, within six months after the grievance is lodged with the AIHSHE. The decision of the AIHSHE Level Committee shall be final. The Appeal against such decision shall be preferred to BoM.
4. The Appeal against the finding of the College Level Committee shall be made before AIHSHE Level Grievance Committee. The grievances committee at the AIHSHE level shall report to the Board of Management and recommend such action as it may deem fit and the decision of the Board of Management on such matter shall be final.



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