

**Nagarjuna College of Engineering & Technology**

Bengaluru-562162, Karnataka State, India

An Autonomous Institution under VTU, NAAC Accredited with A+ Grade



**NAGARJUNA**  
COLLEGE OF ENGINEERING  
AND TECHNOLOGY

***Student Grievance  
Redressal Policy***

## **ABOUT THE INSTITUTION**

**VISION:** Leadership and Excellence in Education.

**MISSION:** To fulfill the vision by imparting total quality education replete with the philosophy of blending human values and Academic professionalism.

**QUALITY POLICY:** NCET shall be maintained as an "Institution of Excellence" in the domains of Engineering Technology & Management studies through continual improvement of system, processes and academic professionalism.

Nagarjuna College of Engineering and Technology (NCET) Bengaluru was started in the year 2001. The institution owes its existence to the vision of its beloved founders, Sri. J V Ranga Raju, Director, NCC Limited and Smt Sridevi Ranga Raju. The institution is managed by Nagarjuna Education Society, Yelahanka, Bengaluru.

The College is accredited by NAAC with the highest grade of A+ in the Second Cycle and a CGPA of 3.38 on a scale of four. The College became autonomous, UGC approved, in 2015 and has been effectively practicing Outcomes-based Education. In the ARIIA (ATAL Rankings) 2021, the college was ranked in band-Best Performing. The College offers 06 Undergraduate & 02 Postgraduate courses both in conventional and emerging areas. More than 48 research scholars are pursuing their PhD Degree in the 07 research centres of the college. Qualified and experienced faculty members & staff members serve the institution. The Institution has MOUs with various organizations. The learning experiences and quality educational practices created at the institute supplemented with academic ambience, state of the art infrastructure, pedagogy, academic innovations, research, incubation, training opportunities and entrepreneurship provided to diverse student population is enabling the institute to produce graduates who are industry ready. NCET not only accentuates the curriculum-based education but also develops the internal qualities, character, as well as the attitude of students. The mission of our institution is to educate our students to be a better and responsible citizens as well as people of Ethics, Humanity, and Compassion with concern for the needs of the nation and society.



## **STUDENT GRIEVANCE REDRESSAL POLICY**

The College has Students' Grievance Redressal Committee(SGRC). The functions of the committee are to look into the complaints lodged by any student, and judge its merit. The Student Grievance Redressal Committee is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Redressal Committee or Principal.

### **Objectives:-**

The objective of the Student Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion/Complaint Boxes have been installed in various departments, in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising All the Students to refrain from inciting Students against other Students, teachers and College administration
- Advising all staff members to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.





**Scope:-**

The Committee deals with Grievances received in writing from the students about any of the following matters:-

Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.

Financial Matters: Related to dues and payments for various items from library, hostels etc,

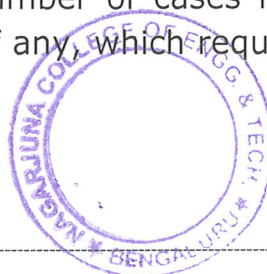
Other Matters : Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport etc,.

**Establishment of Student Grievance Redressal Cell**

In order to comply with the AICTE Regulation for addressing, student or Parent's grievance in a Technical Institution, "Student Grievance Redressal Cell" has been constituted with the following composition in different positions to enquire the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same.

Sl. No.	Category	Nature
1.	Principal of the College	Ex-officio Chairperson
2.	Vice Principal / Dean of the College	Member
3.	Two Teachers of the College to be nominated by the Principal	Member
4.	A Student representative nominated by the Principal	Member
5.	One faculty member of the College nominated by the Principal	Member-Convener

**Functions:** To redress the grievances of students. The aggrieved student/s may represent their grievance to the Chairman of the Committee either in writing or email to [principal@ncetmail.com](mailto:principal@ncetmail.com). 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. The SGRC shall submit monthly Online Grievances Processed by the institute on the AICTE Portal.

**Term :** Two Years

**Quorum:** One half of the members.

**Role of Member Convener:** The Member-Convener shall with the approval of the Principal/Chairperson convene the meeting, prepare the agenda, record the minutes and circulate amongst the members. Shall ensure compliance of all decisions of the Committee.

**Procedure:-**

- The setting of the Student Grievance Redressal Cell for students will be widely published.
- The students may feel free to put up a grievance and drop it in suggestion/Complaints boxes placed at conspicuous locations.
- The SGRC will act upon those cases which have been forwarded along with the necessary documents.
- The SGRC will take up only those matters which have not been solved by the different departments.
- Grievances related to fees etc will be taken up only if the relevant financial documents like demand drafts etc are attached.

The Committee is requested to Contribute effectively to dispose of the grievances at the earliest. A registry to register the complaint is established and kept in the Principal office. On receipt of the Compliant, the staff in-charge of the registry will submit the same to the Member Secretary of the "Student Grievance Redressal Cell ". The Cell will meet with an Information to the complainant on their day of convenience. An aggrieved Student or Parent may appear in person to present his/her case. In the case, the complainant is not satisfied with the decision of the Cell, they may send their appeals to the "OMBUDSMAN" appointed by the Affiliating University. The OMBUDSMAN will fix a date for hearing the complainant which shall be communicated to the Institute and the aggrieved person. The Institution shall comply with the order of the ombudsman. Any order of the OMBUDSMAN not complied with by the Institution, will be reported to AICTE for appropriate action. In case of any false/frivolous Complaint, the ombudsman may order appropriate action against Compliant.



**Exclusions:-**

The Student Grievance Redressal Cell shall not entertain the following issues:

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



**PRINCIPAL**

Nagarjuna College of Engineering & Technology  
Devanahalli (Tq) Bengaluru (Dt.)-Pin: 562164