



KLE Society's

KLE INSTITUTE OF TECHNOLOGY GOKUL, HUBBALLI-27

((Affiliated to VTU, Approved by AICTE and ISO 21001:2018 Certified Institute)
(ALL UG PROGRAMS ARE ACCREDITED BY NBA)



STUDENT GRIEVANCE REDRESSAL CELL

Grievance Redressal Cell Policy Document

The Grievance Redressal Cell Policy document is prepared to make all Students, faculty and staff members of K.L.E. Institute of Technology, Hubballi, aware of Grievance Redressal Cell. Grievance redressal cell deals with all types of grievances, complaints and malpractices including those received from students, faculty and other stakeholders. This is in accordance with the provisions of UGC (Redress of grievances of students) Regulations, 2019; 2023 and VTU circulars from time to time.

I. Objectives of the Cell:

- To provide an environment where there are no barriers to student success and progression by making them feel safe, secure, respected and able to learn effectively.
- To ensure the Regulations of higher education like UGC and AICTE have noted and implemented promptly.
- To conduct the necessary Rules and Regulations to curb the menace of ragging and harassment in the Institute.
- To provide congenial environment of gender equality and against sexual harassment for well-being of the students and the stake holders.

- To provide the practical regime of right to information for stakeholders. Secure access to information under the control of Institute, in order to promote transparency, accountability and provide corruption free, unbiased environment in the institute.
- To establish an organizational frame work to resolve grievances of the students.
- To ensure effective solution to the stakeholders' grievances with an impartial and fair approach by investigating the reason of dissatisfaction.

II. How to Raise a Grievance?

Stakeholders can raise Grievances by any of the following modes:

- The stakeholder may raise the grievance by posting complaint on grievance redressal portal. The grievance redressal portal is available on official website of the institute.
- Grievance may be complained to Coordinator in person, if stakeholder feels uncomfortable to post in the portal.

Grievance Management Mechanism:

- As soon as the application is received the Redressal committee shall review the complaint and visits the parties for discussion within 15 days of receipt of the grievance.
- The grievances at this level shall be resolved by discussions with concerned which may include issuing warning letters, memos and reformulation remedies.
- The grievance that needs detailed Investigation shall be subjected to enquiry by team of Independent members. Enquiry report along with recommendation related to punishment shall be communicated to concerned individual with the concurrence of the Chairperson, and also if required by the administration.
- The matters concerning to women harassment and ragging shall be dealt by respective committees as per the laid down procedures.
- The unresolved grievance that require Ombudsman will be communicated by either the party concerned or the Grievance Redressal Committee for further action in the matter.

III. Categories of Grievance:

- Academic
- Related to Assessment, Attendance
- Related to office such as scholarships, fee refunds, excess fees, etc.
- Related to conduction of examinations
- Related to sports and cultural activities.
- Related to harassment by colleague students or the teachers, victimization, discrimination, etc.
- Related harassment of women at workplace
- Related to difficulties of persons with disabilities.
- Any other category.

IV. Grievance Redressal Cell Composition

Sl. No.	Name of the committee member	Profession	Position	Department	Contact No.
1	Dr. Sharad Joshi	Principal	Chairman	--	0836-2232681
2	Dr. Manu T. M.	Dean Academic	member	--	9448163011
3	Mrs. Swati M. Sajjan	Asst. Prof.	Coordinator	CSE	9480116637
4	Mr. Pradeep Surasura	Asst. Prof.	member	CSE	9916320640
5	Mr. Shabarish V. Patil	Asst. Prof.	member	Civil	9743611173
6	Mr. Ramachandra Turkani	Asst. Prof.	member	ECE	7760939101
7	Mr. Vishwanath Soppimath	Asst. Prof.	member	E&E	9739775152
8	Mr. Anilkumar C. K.	Asst. Prof.	member	ME	9972695150
9	Dr. Medha Kudari	Asst. Prof.	member	MCA	9448801627
10	Dr. Shikandar D. B.	Asst. Prof.	member	I Year	7829028751
11	Ms. Sharanya K.	Student	member	CSE	8660779063
12	Ms. Shreya Kabadi	Student	member	Civil	9483297387
13	Mr. Vasudev M. H.	Student	member	ECE	7676476505
14	Ms. Nisha Jadav	Student	member	EEE	7337633209
15	Mr. Lohith K.	Student	member	Mech	8904538661
16	Mr. Aditya Anantpur	Student	member	I Year	7483316758
17	Ms. Chaitra Gad	Student	member	MCA	9686391644

Roles and Responsibilities:

1. Chairman will head the Grievance Redressal cell.
2. The final decision and action taken will be decided by the chairman after hearing all members.
3. Coordinator will arrange and coordinate the meeting related to hearing of grievances and will do the necessary reporting to the chairman.
4. Coordinator will summon the meeting of the GRC as frequently as required as per the number and nature of grievances. However, one meeting every two months is mandatory even if there are no grievances.
5. Members are responsible for investigating, find causes, consequences, and categories of the grievance. Recommend final course of action for solving the grievance.

Google form Link: <https://forms.gle/gD3APtakygYBdEmc9>