



GRIEVANCE REDRESSAL POLICY

In order to ensure transparency, imparting technical education, admissions and with paramount objective of preventing unfair practices and to provide a mechanism to innocent students for redressal of their grievances, we constituted GRIEVANCE REDRESSAL COMMITTEE as per the AICTE (Establishment of Mechanism for Grievance Redressal) Regulations, 2012 under Clause 1 of Section 23 of the AICTE Act, 1987 (52 of 1987) and vide Notification F. No. 1-101/PGRC/AICTE/Regulation/2019.

As per the Clause 5 of the above Regulation made by the AICTE, a registry has been established to record the grievances of students, their parents, staff and Alumni and under which a staff member headed to receive the grievances of students, parents or others and send their representations to the Grievance Redressal Committee.

The detailed information regarding the constitution of Grievance Redressal Committee, of its members like names, addresses etc., have been put on all Notice Boards for wide publicity. The kind of grievances under AICTE (Establishment of Mechanism for Grievance Redressal) Regulations, 2012 have also been circulated among all students and also displayed on all Notice Boards.

Grievances under the Clause 1 of Section 23 of the All India Council for Technical Education

The grievances may include the following complaints of the aggrieved students namely

- i) Admission Contrary to Merit: Violating the institute's declared admission policy by admitting students in a manner inconsistent with the determined merit.
- ii) Admission Process Irregularity: Engaging in irregularities during the admission process, such as deviating from the established procedures of the institute.
- iii) Complaints of alleged discrimination by students from Scheduled Caste, Scheduled Tribes, OBC, Women, Minority or Disabled categories;
- iv) Non payments or delay in payment of scholarships to any students that such institution is committed, under the conditions imposed by AICTE, or by any other authority;
- v) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
- vi) On provision of student amenities as may have been promised or required to be provided by the institution;
- vii) Denial of quality education as promised at the time of admission or required to be provided;

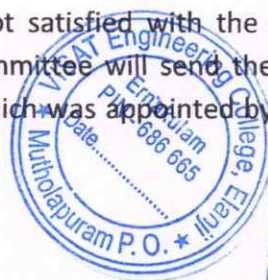


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- viii) Non transparent or unfair evaluation practices;
- ix) Harassment and victimization of students including sexual harassment
- x) Refund of fees on withdrawal of admissions as per the AICTE instructions from time to time.
- xi) Academic Grievances: Addressing complaints related to academic matters, including admission contrary to merit, irregularities in the admission process, delays in examinations or result declarations, and denial of promised quality education.
- xii) Non-Academic Grievances: Resolving issues concerning non-academic activities and amenities, such as discrimination against students from specific categories, non-payment or delays in scholarship disbursement, inadequate provision of student amenities, and concerns related to transparency and fairness in evaluation practices.
- xiii) Comprehensive Grievance Resolution: Ensuring the Grievance Redressal Committee addresses grievances not only of students but also extends support to parents, staff, and alumni. This encompasses matters such as harassment, victimization, and the timely refund of fees upon withdrawal of admissions.
- xiv) Ombudsman Appeal Process: In cases where stakeholders are dissatisfied with the Grievance Redressal Committee's decisions, facilitating an appeal process through the Ombudsman appointed by the university. The Ombudsman aims to ensure a prompt resolution of grievances within one month of receipt.
- xv) Adherence to AICTE Regulations: The Grievance Redressal Committee commits to complying with AICTE regulations, both in terms of academic and non-academic grievance handling, to ensure fairness and consistency in addressing concerns raised by students, parents, staff, and alumni.
- xvi) Staff Grievances: Addressing concerns raised by staff members, including issues related to working conditions, professional development, fair treatment, and any other matters affecting the well-being and work environment of the institute's staff.
- xvii) Parental Grievances: Resolving complaints and concerns raised by parents, including matters related to communication, parental involvement, student welfare, and any other issues impacting the relationship between the institute and parents.
- xviii) Alumni Grievances: Attending to the grievances of alumni, which may include issues related to alumni engagement, use of alumni resources, concerns about the reputation of the institute, and any other matters affecting the relationship between the institute and its alumni.

If the students, parents and others are not satisfied with the decision of the members of Grievance Redressal Committee, the committee will send the appeals of the students, parents and others to the OMBUDSMAN which was appointed by the concerned University



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to hear those grievances and ensure its disposal within one month of the receipt for speedy redress of grievances.

The committee shall comply with the regulations of the AICTE being made from time to time.

ONLINE GRIEVANCE REDRESSAL MECHANISM

Grievance Redressal form should be given here as per

Online Form: - <https://forms.gle/AhUXcE6keW8wdjKa6>

Email:- grievance@visat.ac.in



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