



# CANARA ENGINEERING COLLEGE

MANGALURU

Affiliated to Visvesvaraya Technological University, Belagavi  
Approved by AICTE, New Delhi & Govt. of Karnataka  
Owned & Managed by CANARA HIGH SCHOOL ASSOCIATION, Mangaluru  
(Konkani Linguistic Minority Institution)

Jodumarga P.O.,  
Benjanapadavu-574 219,  
Bantwal Taluk,  
Dakshina Kannada, Karnataka  
Ph. : 0824-2278666 (5 Lines),  
Fax : 0824-2278675  
e-mail : canarait@gmail.com,  
Website : www.canaraengineering.in



20.11.2021

## GRIEVANCE REDRESSAL POLICY

### PLAN:

This Policy shall be called Grievance Redressal Policy for Canara Engineering College and will be effective for all grievances related to academics, facilities provided, grievances of sexual harassment, ragging and any other grievances put forth by stakeholders.

A grievance may be of academic or non-academic nature. This policy will cover grievances raised by students, parents, faculty, staff and other stakeholders of the College. The objective of the Grievance Redressal Cell is to develop a responsible and positive attitude among all stakeholders in order to maintain a harmonious educational atmosphere in Canara Engineering College Campus.

Grievance Redressal Cell has been constituted for the redressal of the problems reported by any stakeholder with the following objectives:

1. Upholding the dignity of the Institution by ensuring strife free atmosphere in the Institute through promoting cordial student-student relationship and student teacher relationship etc.
2. To support, those stakeholders who have been deprived of the services for which he/she is entitled.
3. To make teaching and supporting staff responsive, accountable, courteous in dealing with stakeholders of the institution.
4. To ensure effective solution to the stakeholders' grievances with an impartial and fair approach.
5. Encouraging stakeholders to express their grievance/problems freely and frankly without any fear of being victimized.
6. Advising the students to respect the right of dignity of one another and show restraint and patience whenever any occasion arises.
7. Advising the students to refrain from inciting students against other students or teachers and institute Administration.
8. Ragging in any form is strictly prohibited in and outside the institution.
9. Any violation of ragging or disciplinary rules should be urgently brought to the notice of the Principal/Anti Ragging Committee of the Institution.
10. Discouraging and preventing any cases of sexual harassment.

### Institutions managed by CANARA HIGH SCHOOL ASSOCIATION

Canara High School - Main (1891)	2493902	Canara English Hr Pr School (1970)	2494713	Canara Nursery - Urva (1991)	2457743
Canara Girls' High School (1894)	2496228	Canara Pre University College (1972)	2495605	Canara Tennis Academy (1997)	2493210
Canara High School, Urva (1944)	2456647	Canara College (1973) & Evening College	2492366	Canara Engineering College (2001)	2278666
Canara Hr Pr School-Kannada (1944)	2495638	Canara Balwadi (1978)	2495638	Canara School (2009)	2496214
Canara Nursery School (1947)	2494713	Canara Hr Pr School-Urva (1989)	2457743	Canara Montessori (2009)	2496210





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## The following aspects will be beyond the scope of Students Grievances Redressal Cell:-

1. Decision of Governing Council, Academic Advisory Board, other Administrative or Head of the Depts. to preserve interests of institution.
2. Decision taken by the disciplinary committee with regard to disciplinary matters and conduct. However, Grievance Redressal Cell will actively participate in disciplinary committee meetings to provide inputs in the best interest of students.
3. Decision taken by the faculty/ HOD related to internal assessments and norms of university.
4. The decision taken by the Principal on the deliberation of the Students Grievances Redressal Committee shall be final and binding for all the stake holders.

Notwithstanding anything contained above, the Principal may modify, alter, delete or add any clause or sub-clause to this Policy as and when considered necessary for the efficient conduct of the College. The Principal and Chairperson of the Grievance Redressal Committee shall be the final authority in the interpretation of this Policy and in the cases not covered by this Policy, Principal's decision shall be final.

## IMPLEMENTATION OF POLICY:

The Cell deals with grievances in the form of written complaint, e-mails with signature from the students, staff, women, parents and any other stake holders about any of the following matters:

- If the student was denied quality service (related to bus, canteen, mess, uniforms and medical) and was not given satisfactory explanation.
- Unnecessary delays in functioning of the college.
- If a student has problems in academics and seeks remedial action well before the exams.
- Financial Matters related to dues and payments for various items i.e. fees, fines etc.

## GRIEVANCE REDRESSAL PROCESS:

### Stage-1.

At the first instance the aggrieved should submit the grievance (in writing either through the college website, mail, personally or letter dropped in suggestion box) stating his Name, USN / Designation and grievance to any member of the Grievance Redressal Committee. The concerned committee member will immediately bring this grievance to the notice of the Chairperson of the Grievance Redressal Committee.

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## Stage-2.

The Chairperson of the Grievance Redressal Committee will bring the grievance received to the notice of the Principal and the grievance will then be directed to the concerned committee / HOD for necessary action within two days of receipt of grievance. The concerned committee / HOD will report the action taken to the Chairperson of the Grievance Redressal Committee within 10 days .

## Stage-3.

The Chairperson of the Grievance Redressal Committee must convey the action taken to the aggrieved, either in person, by mail or by display on the Student Welfare notice board. The process should be completed within and not more than two weeks.

The Grievances Redressal Committee will report to the Principal of the college. A semester wise written report of grievances handled will be submitted to the Principal.

If the aggrieved is not satisfied with the action taken, he / she can appeal to the Grievance Redressal Committee for a second time or can take up the matter with the Correspondent of the Institution for relevant action. Further if the aggrieved after availing all other remedies provided under the regulations is still not satisfied with the action taken can appeal to the Ombudsman appointed for Grievances - <https://vtu.ac.in/pdf/affiliation/Grievance-Redressal.pdf>.

In case of complaints relating to Internal Complaints Committee (ICC), the aggrieved can approach the Committee appointed by VTU, if he / she is not satisfied with the action taken by the College Internal Complaints Committee (CICC) - <https://vtu.ac.in/en/administration/circular-constitution-of-college-internal-complaints-committee-cicc-w-r-t-prevention-prohibition-and-redressal-of-sexual-harassment-reg/>

**Dr. Ganesh V. Bhat**  
PRINCIPAL

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