



DECCAN COLLEGE OF ENGINEERING & TECHNOLOGY
(A Unit of Deccan Group of Institution)
(Approved by AICTE, New Delhi, Affiliated to Osmania University, Hyderabad)
Dar-Us-Salaam, Aghapura, Hyderabad-500 001 Telangana



GRIEVANCE REDRESSAL MECHANISM (Structured Complaint Resolution System)

1. PREAMBLE

Deccan College of Engineering & Technology (DCET) is committed to ensuring fairness, transparency, accountability, and responsiveness in addressing student grievances. A structured grievance redressal mechanism is essential to uphold students' rights, maintain institutional integrity, and foster trust between students and administration.

This policy establishes a multi-level, accessible, confidential, and time-bound system for resolving grievances in a fair and unbiased manner.

1.1 OBJECTIVE

The objectives of this Grievance Redressal Mechanism are:

1. To provide an accessible platform for students to express concerns without fear.
2. To ensure timely and transparent resolution of complaints.
3. To uphold principles of natural justice.
4. To maintain confidentiality and protect complainants from retaliation.
5. To promote institutional accountability and continuous improvement.
6. To comply with university and regulatory requirements.

1.2 SCOPE

This mechanism applies to:

- All Undergraduate and Postgraduate students.
- Day scholars and hostel residents.
- Students participating in internships, industrial visits, and institutional activities.
- Academic and administrative concerns.
- Complaints arising within campus premises and official digital platforms.

1.3 MULTI-LEVEL GRIEVANCE STRUCTURE

DCET adopts a **three-tier grievance redressal system** to ensure prompt resolution at the appropriate level.

LEVEL 1: CLASS LEVEL RESOLUTION

Composition

- Faculty Mentor

- Class Coordinator

Purpose

To resolve minor or routine grievances at the earliest stage.

Types of Issues Handled

- Classroom issues
- Attendance clarification
- Assignment-related concerns
- Minor academic misunderstandings
- Interpersonal conflicts among students

Process

1. Student approaches Faculty Mentor or Class Coordinator.
2. Informal discussion conducted.
3. Resolution attempted within 3 working days.
4. If unresolved, escalated to Department Level.

LEVEL 2: DEPARTMENT LEVEL RESOLUTION

Composition

- Head of Department (HOD)
- Department Grievance Committee (3–5 faculty members)
- Student Representative (where appropriate)

Purpose

To handle grievances that cannot be resolved at Class Level or are more serious in nature.

Types of Issues Handled

- Internal assessment disputes
- Faculty behavior concerns
- Lab or project-related issues
- Departmental resource concerns
- Repeated unresolved Level 1 complaints

Procedure

1. Written complaint submitted to HOD.
2. Acknowledgement within 48 hours.
3. Preliminary review within 5 working days.
4. Hearing conducted if necessary.
5. Resolution issued within 10 working days.
6. If dissatisfied, student may escalate to College Level.

LEVEL 3: COLLEGE LEVEL RESOLUTION

Central Grievance Redressal Committee (CGRC)

Composition

- Chairperson: Vice Principal / Senior Faculty
- Student Welfare Officer
- Two Senior Faculty Members
- Administrative Representative
- Legal Advisor (if required)
- Student Representative (non-voting in sensitive cases)

Jurisdiction

Handles:

- Serious academic grievances
- Misconduct allegations
- Harassment cases (non-POSH)
- Infrastructure failures
- Hostel disputes
- Financial disputes
- Appeals from Level 2

Process

1. Formal written complaint required.
2. Unique grievance tracking number generated.
3. Investigation conducted.
4. Opportunity for both parties to present statements.
5. Decision communicated in writing.
6. Recommendations submitted to Principal for implementation.

1.4 MODES OF FILING COMPLAINT

Students may submit grievances through multiple accessible channels:

- Online Grievance Portal (via official college website)
- Dedicated Email ID: grievance@dcet.edu.in
- Physical Complaint Drop Boxes (placed at Admin Block, Library, Hostel)
- Direct Written Application to Mentor/HOD/Principal
- Grievance Helpline Number (displayed on notice boards)

Complaint Requirements

A complaint should include:

- Name (optional for anonymous)
- Enrollment number (if applicable)

- Nature of grievance
- Relevant supporting documents
- Contact details (if follow-up required)

Anonymous complaints will be reviewed but may require corroboration.

1.5 TIME-BOUND RESOLUTION FRAMEWORK

DCET follows a strict time-bound process:

Stage	Timeline
Acknowledgement of Complaint	Within 48 hours
Preliminary Review	Within 5 working days
Final Resolution	Within 15 working days
Appeal Submission	Within 7 days of decision
Appeal Disposal	Within 10 working days

In exceptional cases, extension may be granted with written justification.

1.6 CATEGORIES OF GRIEVANCES

The mechanism covers, but is not limited to:

A. Academic Issues

- Internal marks dispute
- Evaluation transparency
- Attendance discrepancies
- Project supervision concerns

B. Examination Concerns

- Result discrepancies
- Hall ticket issues
- Revaluation delays

C. Infrastructure Complaints

- Classroom facilities
- Lab equipment malfunction
- Library access issues
- Hostel facilities

D. Faculty/Staff Misconduct

- Unprofessional behavior
- Bias or discrimination
- Verbal abuse

E. Harassment Complaints

(Non-sexual harassment cases; POSH cases handled separately by ICC)

F. Hostel Grievances

- Room allocation
- Food quality
- Security concerns

G. Financial Issues

- Fee discrepancies
- Scholarship delays
- Refund matters

1.7 TRANSPARENCY & CONFIDENTIALITY

DCET ensures:

- Confidential handling of complaints.
- Identity protection where requested.
- Secure storage of records.
- Digital grievance tracking number issued for every formal complaint.
- Restricted access to grievance records.
- No disclosure to unauthorized persons.

1.8 NON-RETALIATION POLICY

Any retaliation against a student for filing a grievance is strictly prohibited.

Examples of retaliation:

- Academic penalty
- Threats
- Harassment
- Social exclusion
- Administrative bias

Violators will face strict disciplinary action.

1.9 APPEAL MECHANISM

If a student is dissatisfied with the decision:

1. Appeal may be submitted within 7 days.
2. Appeal reviewed by Principal or Governing Body Nominee.
3. Independent review conducted.
4. Final decision issued within 10 working days.

1.10 RECORD MAINTENANCE & REPORTING

The following shall be maintained:

- Digital Grievance Register
- Resolution status log
- Monthly grievance summary report
- Annual grievance analysis report
- Action Taken Reports (ATR)

Reports submitted to:

- Principal (Monthly)
- IQAC (Quarterly)
- Governing Body (Annually)

1.11 MONITORING & REVIEW

- Quarterly review meeting of CGRC.
- Annual performance audit of grievance mechanism.
- Student feedback survey on grievance satisfaction.
- KPI monitoring:
 - $\geq 90\%$ grievances resolved within timeline.
 - $\geq 80\%$ student satisfaction rate.
 - Zero pending serious complaints beyond 30 days.

1.12 POLICY REVIEW

This policy shall be reviewed annually or earlier if required by regulatory authorities or institutional needs.

1.13 EFFECTIVE DATE

This Grievance Redressal Mechanism comes into force immediately upon approval and is mandatory for all departments and institutional units.

Approved By:

Principal

Deccan College of Engineering & Technology

Hyderabad

Date: _____


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