

Hindusthan Institute of Technology

(An ISO 9001:2015 Certified, Approved by AICTE, New Delhi, Affiliated to Anna University, Chennai)

(Accredited with 'A' grade by NAAC & Accredited by NBA (AERO, CSE, ECE&MECH))

Othakkalmandapam (Po), Coimbatore-32, Tamilnadu, India, www.hindusthan.net

Ph: 0422-2610 944/66 Fax: 0422-4440 566



Dr. C. Natarajan M.E., Ph.D.,
PRINCIPAL

Establishment of Online Grievance Rederssal Mechanism

This is to certify that institute with PID: 1-4294141 – Hindusthan Institute of Technology, Coimbatore established Online Grievance Rederssal Mechanism through website (<http://www.hit.edu.in/nsc.html>).



Non Statutory Committees

The primary objective of the Online Grievance Rederssal Mechanism is to develop a responsive and accountable attitude among the institute constituents in order to maintain a harmonious educational atmosphere in the institute. Online grievance system can develop an organizational framework to resolve grievances of students and other stakeholders providing immediate access and hassle free recourse. Grievance redressal technology establishes structured interaction with the complainants to elicit information identifies systemic flaws in the administration and institutes a monitoring mechanism to oversee the working of the institutional policies.



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The screenshot shows the website of Hindusthan Institute of Technology. The header includes the institute's name, accreditation details (AICTE, NAAC, NBA), and contact information. The main navigation menu includes links for About us, Courses, Placement, Facilities, Beyond Class Rooms, Gallery, Committees, Contact us, and Fee Payment. A dropdown menu for 'Committees' is open, listing Student, Faculty, Other Staff, Parent, and Alumni. Below the navigation menu, the 'Non Statutory Committees' section is displayed, listing the following committees:

- Planning and Evaluation Committee
- Grievance Redressal
- Examination Committee
- Admission Committee
- Library Committee
- Students welfare committee
- Women's Redressal Committee
- Academic Audit Committee
- Extra Curricular Committee

Online Grievance Rederssal Functional Committee

This Online Grievance Rederssal system aim is to ensure transparency in admissions, prevent unfair practices in higher educational institutions and provide a mechanism for redressal of their grievances. By establishing an online mechanism for registering and disposing of grievances, institutions can uphold its dignity by promoting cordial student-educator relationship and the system can be effectively used to sort out the grievances promptly and judiciously.



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Committee Members

S.No	Name of the Member	Position	Category
1	Dr. C.Natarajan,	Chairman	Principal
2	Dr. B.Paulchamy	Coordinator	Head of the Department
3	Dr. A. Jameer Basha	Member	Head of the Department
4	Dr.K.P.Dhanabalakrishnan	Member	Head of the Department
5	Dr.S.R.Rajabalayanan	Member	Head of the Department
6	Dr.P.T.Saravanakumar	Member	Head of the Department
7	Dr. S. Uma	Member	Head of the Department
8	Dr.S.K.Latha	Member	Head of the Department
9	Dr.L.Vijayakumar	Member	Head of the Department
10	Mrs.K.K.krishnapriya	Member	Judicial Magistrate

Grievance Redressal Protocol

1. Registration of grievances online registration system, via email-id/submitting in person at GRC or Department Coordinators .
2. Acknowledging the receipt of grievances immediately.
3. Forwarding to the Grievance Redressal cell.
4. Scrutiny of the redressal process by reviewing the grievances.
5. Call for hearing or Enquiry if the resolution is not satisfactory in a stipulated time.
6. Forward to the student counselor if required.
7. Final resolution/decision by grievance redressal committee.
8. Communicating the final decision to both parties.
9. Closing of grievance and preparation of report
10. Feedback for improving the redressal process from time to time



CM
Principal

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