



CRITERION 5 – STUDENT SUPPORT AND PROGRESSION

METRIC	PARTICULAR
5.1.4	<p>The Institution adopts the following for redressal of student grievances including sexual harassment and ragging cases</p> <ol style="list-style-type: none">1. Implementation of guidelines of statutory/regulatory bodies2. Organisation wide awareness and undertakings on policies with zero tolerance3. Mechanisms for submission of online/offline students' grievances4. Timely redressal of the grievances through appropriate committees <p>Options:</p> <ul style="list-style-type: none">A. All of the aboveB. 3 of the aboveC. 2 of the aboveD. 1 of the aboveE. None of the above
HEI INPUT	A. All of the Above

DVV Clarifications	HEI Response
HEI to provide the grievance redressal committee details as downloadable pdfs; HEI to provide the evidences of organisational awareness and mechanism of submission of the student grievances to fully validate the metric 5.1.4	HEI claims for All of the above. Report of Committee List for 5 Years, Summary of Grievance Redressal Committee for 5 Years, Minutes of the meetings for 5 Years, Proof of Cases, and SOP & Policy Documents of Grievance Redressal Mechanism are provided

GRIEVANCE REDRESSAL COMMITTEE DETAILS

Please find enclosed the link for grievance redressal committee details which include,

Particulars	Link
Committee List for 5 Years	View File
Summary of Grievance Redressal Committee for 5 Years	View File
Minutes of the meetings for 5 Years	View File
Proof of Cases	View File
SOP & Policy Documents of Grievance Redressal Mechanism	View File

ORGANISATIONAL WIDE AWARENESS

Hindustan Institute of Technology & Science gives zero tolerance towards sexual harassment of women, use of all types of tobacco products, use of all types of intoxicants, use of prohibited plastic materials, traffic violations, any type of abuse and ragging

Warning boards are displayed in all building entrances and the circulars are read in all classes by the class teachers.

1, Rajiv Gandhi Salai (OMR), Padur, (Via) Kelambakkam, Chennai – 603 103, India.

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Proof of Warning Boards



Warning boards near building Sciences Block entrance.



Warning boards near PG Block entrance.

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Warning boards near the Main Entrance.



Warning boards near Jubilee Block entrance.

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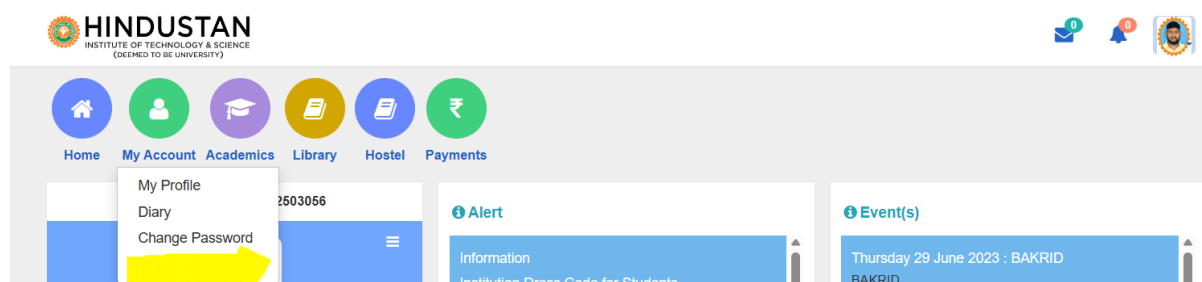
MECHANISM OF SUBMISSION OF STUDENT GRIEVANCES

Establishment Of Online Grievance Redressal Mechanism

As per the AICTE regulations 2019 vide F. No. 1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019 , Student Grievance Redressal Committee has been constituted with the objective of resolving the grievances of students and their parents.

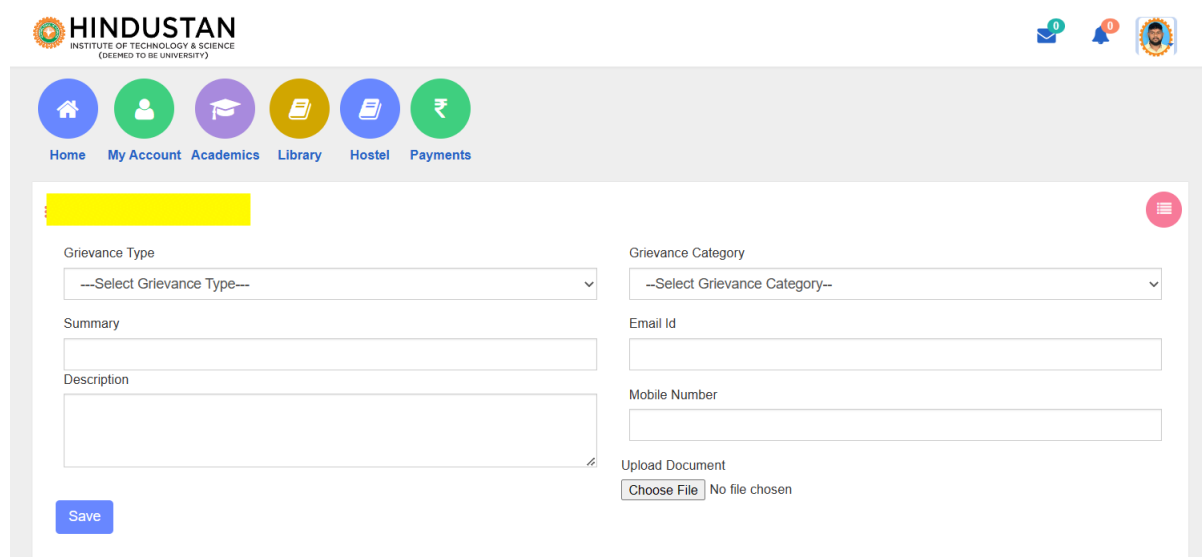
Provision has been made available in the Students and Parents ERP Portal, for registering the grievance.

Weblink to the ERP Portal : <https://hindustanuniv.ac.in/erp.php>



Provision for Grievance Request in ERP Student Portal

The students and their parents approach the Grievance Redressal Committee and submit / register any grievance online, which will be accessed by the GRC headed by the Dean Student Affairs and appropriate action taken and the decision of the GRC will be intimated to the complainant.



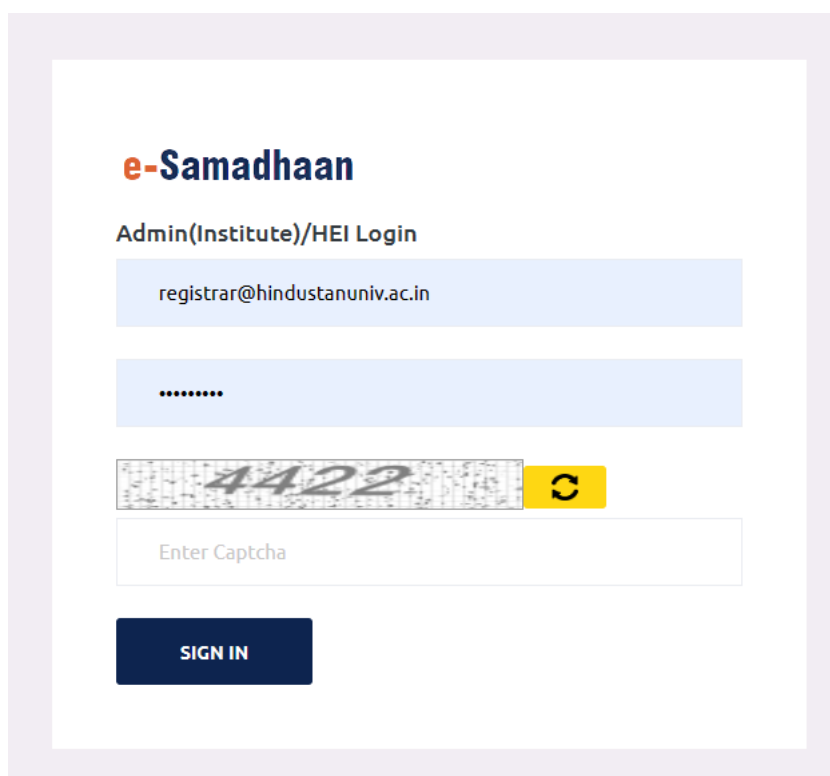
Grievance Request Window in ERP Student Portal

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Alternatively, the students and parents can also submit their grievances via mail to studentaffairs@hindustanuniv.ac.in and appropriate action taken and the decision of the GRC will be intimated to the complainant.

UGC provided various mechanisms to resolve the issues and concerns of various stake holders. Because of non-availability of a single window system the stake holders were lodging multiple complaints /grievances at various places. Due to that the redressal mechanisms was at slow pace, which was also causing further concerns to the stake holders. The resolution of Institutional Entity Grievances has always been a top priority of the University Grant Commission. UGC took advantage of ICT enhancements and came up with the "e-Samadhan Online Grievance Registering and Monitoring System" It is a digital platform for Stake holders to identify and apply for grievances/feedback/queries. This platform ensures a time-bound mechanism for redressal of the grievances.



e-Samadhaan

Admin(Institute)/HEI Login

registrar@hindustanuniv.ac.in

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Enter Captcha

SIGN IN

Log in Page in E Samadhaan Portal of UGC

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Pending Grievance

Show 10 entries

Search:

Sr No	Action	Ticket ID	Category	Nature of Grievance	Forwarded Date
1		STU202215937524241	ADMISSION ISSUES	ADMISSION ISSUES	12-12-2022

Dashboard of HITS Login in E Samadhaan Portal of UGC


Registrar
Registrar
Hindustan Institute of Technology & Science
Padur, Kelambakkam,
Chennai - 603 103.

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