



OFFICE OF THE DEAN (ACADEMIC)  
**NATIONAL INSTITUTE OF TECHNOLOGY CALICUT**

**Proceedings**  
**(As per the decision of the 106th Meeting of the Senate)**

No. NITC/DAO/S106.2 (c)/Gen/1

18 September 2026

**Constitution of Department-level Academic Grievance Redressal Committee (DAGRC) and Institute-level Academic Grievance Redressal Committee (IAGRC)**

The 106<sup>th</sup> meeting of the Senate has decided to constitute the following two committees: the “Department-level Academic Grievance Redressal Committee (DAGRC)” for resolving academic grievances at the department level and the “Institute-level Academic Grievance Redressal Committee (IAGRC)” for resolving academic grievances at the Institute level.

At the initial stage, students are expected to pursue resolution of their grievances through the designated departmental academic channels, as appropriate, including the Course Faculty (CF), Faculty Advisor (FA), Programme Coordinator (PC), Research Supervisor (RS), Class Committee (CC), Doctoral Committee (DC), Department Undergraduate Committee (DUGC), and Department Postgraduate Committee (DPGC). A grievance may be escalated to the DAGRC only if it remains unresolved at the aforementioned levels.

**Department-level Academic Grievance Redressal Committee (DAGRC)**

**Terms of Reference and Plan of Action**

**1. Objectives**

The Department-level Academic Grievance Redressal Committee (DAGRC) shall serve as the formal departmental-level body for addressing and resolving academic grievances of students in a fair, transparent, confidential, and time-bound manner. The Committee shall ensure adherence to Institute regulations, principles of natural justice, and academic integrity.

**2. Constitution**

The DAGRC shall be constituted by the Dean (Academic) to address academic grievances of students at the departmental level.

1. Head of the Department (HoD) - Chairperson
2. One Professor from the Department (to be nominated by the Dean (Academic)) – Member



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3. One Associate/Assistant Professor from the Department (to be nominated by the Dean (Academic)) – Member
4. One Professor from a sister department (nominated by the Dean-Academic) – External Department Member, to ensure impartiality and an independent perspective in grievance redressal
5. Faculty Advisor/Programme Coordinator/Research Supervisor (of the concerned student)– Member
6. Department Consultative Committee (DCC) Secretary – Convener, responsible for receiving grievances, maintaining records, and coordinating committee proceedings.

#### **Tenure**

- Members other than those mentioned at serial no. 5 shall normally serve for two years.
- Any member having a conflict of interest shall recuse from the proceedings.

#### **3. Scope and Jurisdiction**

The DAGRC shall consider only those grievances pertaining to academic matters that remain unresolved through the designated departmental academic channels, as applicable, including the Course Faculty (CF), Faculty Advisor (FA), Programme Coordinator (PC), Research Supervisor (RS), Class Committee (CC)/Doctoral Committee (DC), Department Undergraduate Committee (DUGC), and Department Postgraduate Committee (DPGC).

The Committee shall not entertain:

- Matters already under consideration by a statutory Institute committee.
- Cases involving disciplinary misconduct, harassment, discrimination, or criminal matters, which shall be referred to the appropriate Institute authorities.
- Anonymous complaints unless supported by verifiable documentary evidence and considered serious by the Chairperson.

#### **4. Submission of Grievance**

1. A student seeking redressal of an academic grievance shall submit a written representation (online or offline) to the Convener of the DAGRC through the Faculty Advisor (FA), Programme Coordinator (PC), or Research Supervisor (RS), as applicable. Before forwarding the grievance, the FA/PC/RS shall verify that it has been examined at the appropriate departmental academic levels, as specified above, and has not been resolved.



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2. The grievance shall normally be submitted within 15 working days from the occurrence of the event or publication of the decision/notification being contested.
3. The complaint shall include:
  - Name and roll number of the student.
  - Details of the grievance.
  - Relevant documents/evidence.
  - Relief sought by the student.

#### 5. Preliminary Scrutiny

1. The Convener shall acknowledge receipt of the complaint within 3 working days.
2. The Chairperson shall conduct a preliminary review to determine:
  - Whether the matter falls within the jurisdiction of DAGRC.
  - Whether adequate information has been provided.
  - Whether immediate interim action is required.
3. If the grievance is outside the jurisdiction of DAGRC, the student shall be informed and guided to the appropriate authority within 5 working days.

#### 6. Investigation and Hearing Process

1. The DAGRC shall meet within 10 working days of receipt of a valid complaint.
2. The Committee may:
  - Seek written comments from the concerned faculty member(s).
  - Call the student and concerned faculty/staff for a hearing.
  - Examine academic records and supporting documents.
  - Invite subject experts or other faculty members as special invitees, where necessary.
3. All parties shall be given an opportunity to present their views before recommendations are made.

#### 7. Decision and Resolution

1. The Committee shall strive to resolve the grievance within 30 working days from the date of receipt of a complete complaint.
2. Decisions shall normally be based on consensus; otherwise, by majority opinion.
3. The Committee may recommend:
  - Corrective academic action.
  - Re-evaluation or review of assessment procedures, wherever permissible under Institute regulations.
  - Rectification of procedural lapses.
  - Any other appropriate academic remedy within departmental authority.



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## **8. Follow-up and Compliance**

1. The Convener shall monitor implementation of the recommendations.
2. Compliance shall normally be ensured within 10 working days from the date of decision.
3. The status of implementation shall be reported to the Chairperson.
4. All records shall be maintained confidentially for future reference and audit.

## **9. Appeal Mechanism**

A student aggrieved by the decision of the DAGRC may submit an appeal to the Dean (Academic) within 15 working days of receiving the DAGRC decision. Appeals shall ordinarily be considered only on grounds of procedural irregularity, the availability of new evidence that was not reasonably accessible during the original proceedings, a decision that is demonstrably disproportionate or unreasonable, or a violation of Institute regulations or the principles of natural justice.

The Dean (Academic) may:

- Review the records of the case.
- Seek additional information.
- Refer the matter to an Institute-level Academic Grievance Redressal Committee (IAGRC), if required.
- Uphold, modify, or set aside the recommendations of the DAGRC.

## **10. Reporting and Escalation**

1. The DAGRC shall maintain a register record containing:
  - Number of grievances received.
  - Nature of grievances.
  - Cases resolved.
  - Cases pending.
  - Systemic improvements recommended.
2. Serious, recurring, or policy-related issues shall be reported immediately to the Dean (Academic).

## **11. Confidentiality and Ethics**

1. All proceedings shall be confidential.
2. Retaliation against any student for filing a grievance shall not be permitted.
3. Committee members having a conflict of interest in a case shall recuse themselves from deliberations.
4. The external member from the other department shall participate in all deliberations to ensure impartiality and transparency.



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**Institute-level Academic Grievance Redressal Committee (IAGRC)**

**Terms of Reference and Plan of Action**

**1. Constitution**

The Institute-level Academic Grievance Redressal Committee (IAGRC) shall be constituted by the Director to address academic grievances that could not be resolved at the departmental level or involve Institute-wide academic issues.

**Composition**

1. Dean (Academic) – Chairperson
2. Three senior Professors from different academic departments, nominated by the Director as Members, with at least one member being a female Professor.
3. One External Expert at the level of Professor (from academic institutions/Industries/R&D Labs) nominated by the Director- Member
4. Associate Dean (Academic) – Member
5. Joint/Deputy/Assistant Registrar (Academic Section) – Convener

**Special Invitees**

The Committee may invite the following officers as special invitees without voting rights:

- Concerned FA/ PC/RS
- Chairperson of the concerned DAGRC
- Course Instructor(s)
- Any other expert or stakeholder relevant to the case

**Tenure**

- Members shall normally serve for two years..
- Any member having a conflict of interest shall recuse from the proceedings.

**2. Terms of Reference**

The IAGRC shall:

1. Consider appeals submitted by the students, which are referred to IAGRC by the Dean (Academic).
2. Advise the Senate, and Director on systemic academic issues identified through grievance cases.



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3. To perform any other function relating to academic grievance redressal as may be assigned by the Director, Senate, or any competent authority of the Institute.

The Committee shall not entertain:

- Disciplinary matters handled under student conduct regulations.
- Cases involving harassment, discrimination, or criminal allegations, which shall be referred to the competent authority.
- Anonymous complaints lacking sufficient evidence.
- Matters already decided by the Senate.

#### 4. Procedure for Appeal

1. A student shall file an appeal to the Chairperson (IAGRC), i.e., Dean (Academic), within 15 working days of receiving the DAGRC decision.
2. The appeal shall include:
  - Copy of the DAGRC decision.
  - Grounds for appeal.
  - Supporting documents and evidence.
3. The Academic Section shall acknowledge receipt within 5 working days.

#### 5. Inquiry and Hearing

1. The Committee shall normally convene within 15 working days of receiving the appeal.
2. The Committee may:
  - Obtain records from the concerned department.
  - Seek written responses from concerned faculty members.
  - Conduct hearings involving all stakeholders.
  - Examine academic records and regulations.
3. Principles of natural justice shall be followed throughout the proceedings.

#### 6. Decision and Recommendations

1. The Committee shall normally dispose of appeals within 30 working days.
2. The Committee may:
  - Uphold the DAGRC decision.
  - Modify the DAGRC decision.
  - Recommend reconsideration by the department.
  - Recommend corrective academic measures.
3. Recommendations shall be submitted to the Director.



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## **7. Role of Dean (Academic)**

The Dean (Academic) shall:

- Serve as Chairperson of the IAGRC.
- Ensure implementation of approved recommendations.
- Submit significant policy-related issues to the Senate or Director.
- Refer exceptionally complex or sensitive matters to the Director.

## **8. Role of Director**

The Director shall normally become involved only when:

1. A party seeks review of an IAGRC decision on grounds of substantial procedural irregularity..
2. The Dean (Academic) considers the issue exceptionally sensitive or consequential.
3. The matter has significant reputational, legal, or governance implications for the Institute.

The Director may:

- Uphold the IAGRC recommendation.
- Refer the matter back for reconsideration.
- Seek independent expert opinion.
- Place the matter before the Senate or a competent statutory authority where necessary.

The decision of the Director shall be final.

## **9. Reporting and Governance**

1. The IAGRC shall maintain a register record containing:
  - Number of grievances received.
  - Nature of grievances.
  - Cases resolved.
  - Cases pending.
  - Resolutions made

## **10. Confidentiality and Record Keeping**

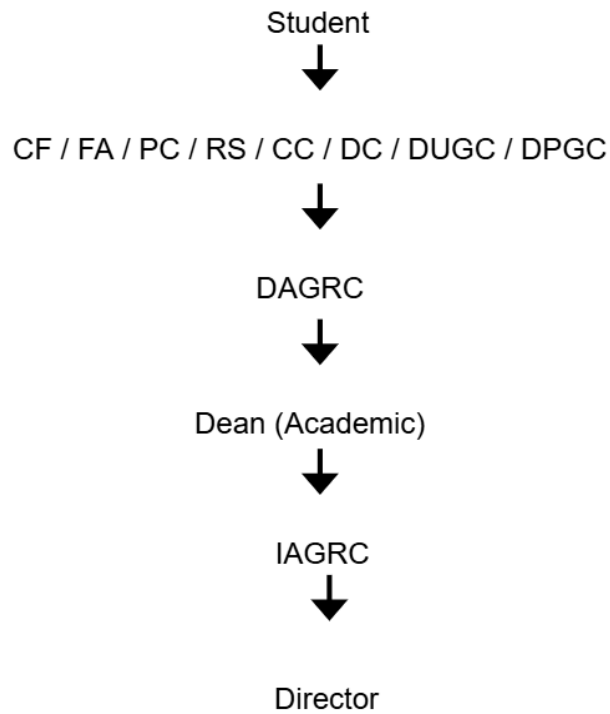
1. All proceedings shall remain confidential.
2. Records shall be maintained by the Academic Section.
3. Decisions shall be communicated only to authorized stakeholders.



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4. Retaliation against complainants, witnesses, or respondents shall not be permitted.

The proposed framework establishes a clear hierarchy to address academic related grievances while ensuring most grievances are resolved efficiently at the departmental level itself:



(Exceptional / Final Appeal Cases)

18/09/2026

Prof. A. V. Babu  
Dean (Academic)