

## **GRIEVANCE & REDRESSAL COMMITTEE**

### **Introduction:**

Grievance & counseling attempts to address genuine problems and complaints of students whatever are the nature of the problem. Students are encouraged to use the suggestion boxes placed on the campus to express constructive suggestions and grievances. They may also approach the members of the cell or any of their other teachers as is comfortable to them. Students are requested to note that making a complaint is serious and therefore they are to use this power in a responsible manner. At the same time, the college assures students that once a complaint is made, it will be treated with sensitivity and confidentiality.

### **Scope:**

The cell will deal with Grievances received in writing from the students about any of the following matters:-

- Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial Matters: Related to dues and payments for various items from library, hostels etc.
- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

### **Objective:**

- ❖ The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.
- ❖ A Grievance Cell should be constituted for the redressal of the problems reported by the Students of the College with the following objectives:
  1. Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
  2. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.

3. Suggestion / complaint Box is installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
4. Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
5. Advising All the Students to refrain from inciting Students against other Students, teachers and College administration
6. Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
7. Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

**Action plan:**

- The cases will be attended promptly on receipt of written grievances from the students
- The cell formally will review all cases and will act accordingly as per the college policy
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.