

Student Grievance Redressal Policy & Guidelines

Objective:

The objective of the Grievance Cell is to develop an approachable and responsible attitude among all the stakeholders in order to maintain a harmonious atmosphere in the institution.

- A Grievance Cell is constituted for the redressal of the problems reported by the Students of the Institution
- Grievance cell is formed in order to keep the healthy working atmosphere amongst staff, students and parents
- Reassuring the Students to express their grievances / problems freely and frankly, without any fear of being victimized
- Suggestion / complaint Box is installed in all the Blocks in which the Students (anonymity can be maintained), who want, put in their grievances and their suggestions for improving the Academics
- Advising Students of the Institution to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of conflict arises
- Advising All the Students to refrain from provoking Students against other Students, teachers and College administration
- Advising all staff to be affectionate to the students and not behave in a spiteful or malicious manner towards any of them for any reason
- 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.

About the Student Grievance Redressal Cell:

The function of the cell is to look into the complaints lodged by any student and review its importance. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the members in person, or in consultation with the committee in-charge for Students' Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the Complaint box/ suggestion box of the

Grievance Cell in the Main Block and other blocks in all the floors. Grievances may also be sent through e-mail to the committee of the Students' Grievance Cell.

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 issues on sanitation, preparation of food, availability of transport, canteen, victimization by teachers etc.

Functions:

- Complaint Boxes have been installed in the College campus in which the students, who want to remain anonymous, can put their grievances in writing and their suggestions for improving the academics/administration in the College
- Students shall lodge a complaint if needed
- The person concerned can personally approach any member of the Cell and can send email or write an application and submit to Cell Convener for grievances of any sort
- The cases shall be attended promptly on receipt of grievances from the students
- The cell shall review all cases and will act formally accordingly as per the Management 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

Procedure for lodging complaint:

- The students may feel free to put up a grievance in writing/or online in any format available in the college campus and drop it in boxes
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell

Exclusions:

The grievance Redressal cell shall not entertain the following issues:

- Decisions of the executive council, academic council, board of studies and other administrative or academic committees constituted by the Institution
- Decisions with regard to award of scholarship, fee concessions, medals etc.
- Decisions made by the higher authorities with regard to disciplinary matters and misconduct
- Decisions of the Principal/higher authorities about admissions in into any offered by the institution
- Decisions by the controller of Examination or Principal on assessment and examination results