

GRIEVANCES REDRESSAL CELL

Grievances Redressal maintains discipline, dignity, decorum and rapport of the institute. **The Grievance Redressal Cell (GRC)** aims to look into the complaints lodged by any student and redresses it as per requirement. The students can state their grievance regarding any academic and non- academic matter within the campus through online mode and grievance/suggestion box. The institution aims at solving the grievances of the students within stipulated time. The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning. GRC also plays an important role in controlling the students through rules and regulations and channelization of their youth energy into positive and creative direction and promotion of the manners, personality, character and civilization.

Objectives

Upholding the dignity of the College by ensuring strife free atmosphere in the college through promoting cordial Student-Student relationship and Student-Teacher relationship.

- ☐ Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized. Suggestion / complaint Box is installed in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improvement of the Academics / Administration in the College.
- ☐ 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.
- ☐ Advising all the Students to refrain from inciting students against other students, teachers and college administration.
- ☐ Advising all staffs to be affectionate to the students and not behave in a vindictive 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.

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, hostel etc.
- ☐ Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

ACTIVITIES

Grievances Redressal Cell assures that all the complaints of the students, teaching and non-teaching staffs are treated with dignity and respect and the complaints should be maintained confidential. Hence the data of all the proceedings of the cell is reserved safely with the committee.

COMPOSITION OF GRIEVANCES REDRESSAL CELL

The grievance redressal cell of the institute has teaching staff as its members, a student member and Principal as the chairperson/convener. The cell/committee has the provision of being reconstituted every year if situation arises for so by the principal along with suggestions sought from the IQAC and college Council.

1. Mrs. Sonia (Assistant Professor)
2. Mrs. Jyoti Ladwal (Assistant Professor)
3. Mrs. Meena (Assistant Professor)
4. Mr. Mahipal (Extension Lecturer)

"Healing takes place when grievances are given ample and patient space to be acknowledged, when there is transparency and honesty, when everybody is given the chance to be heard, when nobody is excluded, when people can accept the energy of the conflict and use it as a major opportunity for growth. "

— Franco Santoro