



Grievance Redressal Cell (GRC)

The Grievance Redressal Cell (GRC) aims to investigate the complaints lodged by any student and redress it as per requirement. It attends to the grievances and complaints registered by anyone about the activities of the Institution, and in particular, those made by students. The students can state their grievance regarding any academic and non-academic matter within the campus through the written complaints in suggestion box. The Cell ensures effective solution to the grievances, using a fair approach. The institution aims at solving the grievances of the students within stipulated time.

Objectives:

1. To ensure effective solution to the stakeholders' grievances with an impartial and fair approach
2. To investigate the reason of dissatisfaction.
3. To enlighten the students on their duties and responsibilities.
4. 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.

Mechanism of the GRC-

1. Provides information about the Cell's objectives and Informs students of the process for registering of grievances in the Induction Programs.
2. Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff like sexual harassment and ragging matter.
3. The GRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.
4. Acknowledges and analyzes the grievances.
5. Seeks a solution through decision-making process

6. The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.
7. Reports the grievances and records how they were redressed within a reasonable time.

Institutional Guidelines for Students' Grievance Redressal:

The Grievance and Redressal Cell desires to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by anyone regarding the activities of the Institution, and in particular, those made by students specially about the sexual harassment and college ragging issues. The Cell ensures effective solution to the grievances, using a fair approach. The Grievance and Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College. The cell meets periodically, examines the nature and pattern of the grievances, and redresses it accordingly.

Procedures:

The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:

- Academic issues pertaining to teaching, learning and evaluation activities.
 - Student-teacher, student-student grievances
 - Grievances related to library and IT services.
 - Grievances related to sports, cultural
 - Grievances related to behavior of stakeholders
 - Grievances related to sexual harassment and college ragging through seniors
1. The grievances shall be redressed depending on the nature of the grievance. The Grievances are invited through suggestion boxes.
 2. Department level counseling is offered where the matter can be resolved
 3. Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ principal level or higher authority if required.

4. For other grievances that require review shall be redressed by receiving written and signed application.
5. As soon as the application is received the Redressal Committee shall review the complaint and invites both the parties for discussion. The outcome of the discussion is reported to the principal for further action to be taken

Redressal of Grievances

The grievances are redressed at the earliest by issuing warning letter, memo, and reformation remedies. Priority is given according to the urgency of the complaint. In all cases the aggrieved is informed of the measures taken. Checks in the system are introduced to ensure there is no repetition of the same complaint. All the grievances concerning to women harassment and ragging shall be dealt by the respective committees as per the prescribed procedures.