

GRIEVANCE REDRESSAL POLICY

The grievance redressal mechanism of an institution refers to the receiving and handling of students' complaints. An Institution grievance redressal system serves as a tool for measuring efficiency and effectiveness, since it gives critical input on its operations. The process is a systematic complaint procedure utilized by students and also faculty members to raise issues and the impact of inept governance in the organization. "Grievance Redressal Mechanism" is one of the most fundamental and vital things to understand when preparing a student-friendly atmosphere.

A grievance redressal mechanism is an integral aspect of any administration's machinery. An efficient and effective grievance redressal procedure projects an accountable, responsive, and student-friendly administration. In reality, an organization's grievance redressal procedure is a key performance indicator for its efficiency and effectiveness, as it gives critical input on the administration's operations.

Grievance/Complaint - A "***Grievance/Complaint***" is defined as any communication that expresses dissatisfaction about an action or lack of action, about the standard of service/deficiency of service of an institute and the complainant asks for remedial action. The students may lodge grievance about any academic and non-academic matters related to – various issues.

- **ACADEMIC MATTERS:** - Pertaining to leave of absence, re-registration and cancellation of Registration
- **DISCIPLINE MATTERS:** - Pertaining to violation of student conduct such as Teasing/Abusing fellow mates, damage the institution property, Violation of rules of Library, LAB/Classroom rules, cheating cases in examinations, Tampering document etc.
- **FEE RELATED MATTERS:** - Matters such as excess or less fee, late fee etc. related cases.
- **INTER CENTRE/DICIPLINE:** - Transfer certificate, deserving cases such as relating to ill health, accidents, unforeseen emergencies etc.
- **OTHER ISSUES:** - Like Allocation of Rooms, Cleanliness and Hygiene.
- **ATTENDANCE RELATED ISSUES:** - Pertaining to student attendance such as cases relating to shortage of attendance due to Ill-health, Accidents, Unforeseen emergencies etc.

According to the UGC (Grievance Redressal) Regulations, 2018, composition of the Grievance Redressal Committee. The members of the committee for the academic year 2023-24 :-

1.	DR PRADEEP KUMAR SHARMA	PRINCIPAL
2	DR KRISHNA SINGH	SGC INCHARGE
3	YOGITA SONI	MEMBER

Grievance Redressal Mechanism of the GRC:

- Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff.
- The GRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.
- Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.
- The GRC may mediate between complainant and defendant against who the complaint has been made, it required.
- GRC shall consider redressing of grievances within a reasonable time.
- The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

Procedure for lodging complaint: -

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated academic and non – academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated time.

- The students may feel free to drop the writing (can be anonymous if required) in the grievance/ suggestion box.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.

Online Grievance Redressal System

The Online Students Grievance Redressal System is a new initiative of the College that enables students / complainants to file a concern, send a reminder, and monitor the progress of the action taken in response to their

grievance (s). The fundamental purpose of the portal is to enhance openness in decisions, prohibit unfair practices in higher education institutions, and give a method for redressing their complaints.

Send your Grievance toCollege through this link