

GRIEVANCE REDRESSAL CELL

As suggested by **University Grants Commission**, New Delhi, the College has established a Grievance Redressal Cell, to provide a mechanism for redressal of students' grievances and ensure the transparency in admission, and prevention of unfair practices, etc. The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge Grievance Redressal Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the suggestion box of the Grievance Cell at Administrative Block.

Objectives:

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:

- Upholding the dignity of the College by ensuring free atmosphere in the College through promoting cordial Student-teacher relationship.
- Encouraging the Students to express their grievances / problems freely without any fear of being victimized.
- 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.
- Advising Students 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 Transfer Certificates, Conduct Certificates or other examination related matters.
- **Financial Matters:** Related to dues and payments for various items from library, office etc.
- **Other Matters:** Related to certain misgivings about conditions of sanitation, availability of transport, victimization by teachers etc.

Functions:

- 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.

Procedure for lodging complaint:

- The students may feel free to put up a grievance in writing/or in the format available in the admin dept. 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.

Rules & regulations:

- The committee will deal with all genuine grievances of students of the college.
- All complainants should file their grievances in writing to the committee of the college.
- The committee will meet at least once in a month to resolve the grievances.
- The student shall bring up his grievances in the prescribed format immediately to the grievance cell without fail. The number of grievances settled or pending will be reported to the Principal in every month.
- Any student may put in their concern in writing in the duly filled prescribed format.

Y. D. V. D. ARTS, COMMERCE COLLEGE, TEOSA.

Format for Grievance Redressal

- 1. Name of student:**
- 2. Class:**
- 3. Section:**
- 4. Contact No.:**
- 5. Email:**
- 6. Date of submitting Grievance:**
- 7. Redressal subject:**
- 8. Nature of Grievance in detail:**

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Signature of student with date