

SXCS/P-11

## Grievance Redressal Policy

It is The College has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Redressal Committee or Principal.

### Objective: -

The objective of the Grievance Redressal Committee 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 Redressal Committee has been 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 strike free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box have been 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 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.
- Responsibilities
- Provide an avenue for the aggrieved students to redress their individual grievances in order to have a healthy atmosphere among students, staff and management in the Institute.
- Comply with the UGC/AICTE Regulations and Ranchi University to provide for establishment of Grievance Redressal Committee in each Institute approved by UGC/AICTE.
- Discuss and resolve the grievances, if any received in writing from the concerned students

#### **Procedure: -**

- The setting of the Grievance Redressal Committee for students will be widely published.
- The students may feel free to put up a grievance and drop it in boxes placed at conspicuous locations.
- The GRC will act upon those cases which have been forwarded along with the necessary documents.
- The GRC will take up only those matters which have not been solved by the different departments.
- Grievances related to fees etc. will be taken up only if the relevant financial documents like demand drafts etc. are attached.

#### **Grievance Categories**

1. Academic (e.g., grades, attendance, course-related issues)
2. Non-academic (e.g., hostel, library, campus facilities)
3. Personal (e.g., harassment, bullying, discrimination)

#### **Functions of the Cell**

1. Receive and document grievances.
2. Investigate and resolve grievances.
3. Provide guidance and support to students.
4. Collaborate with college authorities to implement solutions.
5. Maintain records and track grievances

### **Meetings and Reporting:**

1. Regular meetings (e.g., monthly) to discuss grievances and progress.
2. Minutes of meetings and action taken reports.
3. Annual report to the college administration.

### **Establishment of a Grievance Redressal Committee.**

In order to comply with the UGC/AICTE Regulation for addressing, student or Parent's grievance in the Institution, "Grievance Redressal Committee" of college has been constituted to enquire the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same.