GRIEVANCE REDRESSAL COMMITTEE

Administrative Manual

Introduction

A Grievance Redressal Cell is an essential component of any educational institution, created to address and resolve grievances raised by students, faculty, and staff. It ensures a healthy academic and working environment by fostering transparency, fairness, and mutual respect. This manual provides an overview of the Grievance Redressal Cell, its establishment, purpose, and objectives, ensuring a structured and efficient grievance-handling mechanism.

A grievance redressal cell in a college is an essential mechanism for addressing and resolving complaints or issues faced by students, faculty, or staff. It ensures a harmonious and transparent environment, contributing to overall institutional well-being.

Establishment and Purpose

The Grievance Redressal Cell of the college is established in the year 2012 as per the guidelines issued by regulatory authorities like the UGC (University Grants Commission) or AICTE (All India Council for Technical Education). It aims to ensure that complaints and concerns are handled with the utmost care and confidentiality.

Objectives

* To provide the students support and solutions to their grievances

* To educate the students on their roles and responsibilities

* To oversee the functioning of the Redressal committee

* Encourage students to express their grievances and find a solution for the same

* Follow up of the complaints received from the students

Composition of the Grievance Redressal Cell:

1. Chairperson – A senior faculty member or principal.

2. Members – Representatives from faculty, staff, and students.

3. Convenor – A faculty member responsible for coordinating meetings and activities.

Objectives:

1. Resolve Grievances Promptly: Ensure timely and impartial resolution of complaints to prevent escalation.

2. Encourage Open Communication: Create an environment where stakeholders feel comfortable expressing their concerns.

3. Promote Transparency and Accountability: Maintain a fair process with clear documentation and follow-ups.

4. Prevent Discrimination and Harassment: Address issues like bullying, discrimination, harassment, and misconduct effectively.

5. Enhance Trust in the Institution: Foster trust and confidence among stakeholders by demonstrating fairness in grievance handling.

6. Provide Equal Opportunities: Ensure that all individuals are treated with dignity and respect, regardless of their background.

7. Support Development: Offer solutions that contribute to the overall growth and well-being of the college community.

8. Educate Stakeholders: Raise awareness about the grievance redressal process through regular orientations, workshops, and communication.

Functions:

1. Complaint Registration: Facilitate the submission of grievances through physical forms, online portals, or drop boxes.

2. Investigation: Conduct a thorough review of complaints to understand their nature and scope.

3. Resolution: Provide appropriate and timely resolutions to grievances while maintaining confidentiality and fairness.

4. Feedback and Monitoring: Ensure that resolved grievances are satisfactorily closed, with feedback mechanisms to improve processes.

5. Awareness and Training: Educate students and staff about grievance procedures and promote transparency.

Grievance redressal procedure:

As part of the constant endeavour to ensure transparency in all the activities at different stages, the College provides proper mechanism to students for the redressal of their grievances. This committee will deal with all the Grievances directly which is related to the common problems at Institute level both Academic and Administrative.

The aggrieved member shall submit his/her petition to the Grievance Redressal Committee in a sealed envelope marked ‘confidential’. On receipt of a petition, the Grievance Redressal Committee will endeavour to send its recommendation to the Principal for further action. In case of false and frivolous complaint (if proved), the Grievance Redressal Committee will recommend Principal/ Disciplinary Authority to take appropriate action against the complainant. Complaints dropped in the 'Suggestion Box' by students and parents and oral complaints are also redressed. All complaints are scrutinized by the management and the Grievance Redressal Cell.

By following this manual, the Grievance Redressal Cell can ensure a harmonious academic and professional environment within the college.