

## Grievance Redressal Committee

### Policy Document

The college has formed Grievance Redressal Cell, proper machinery for the grievances of redressal. It looks into general and academic complaints of the staff and students. It promptly tries to offer solutions for their problems in periodical meeting of the committee. The staff and students are notified to put their complaints about administration, accounts, finance library and academics etc. in the suggestion/ complaint boxes located in the main building. If the grievances are not in the purview of the committee, then the issues are brought to the notice of the authorities. The aim of the Cell is to protect the academic interest of the students and to take suitable action wherever necessary.

The Cell meets periodically and scrutinizes various complaints and applications receive by it. On receipt of the complaints, the chairman convenes the meeting. After proper scrutiny the complaints are forwarded to the authority for necessary action.

The complaints which can't be redressed at college level will be forwarded to the competent higher authority. Appropriate action will be taken by the cell on the complaint after thorough investigation. If enquiries are needed for the speedy disposal of the matter, the Cell will enquire into the matter expeditiously on priority basis.

#### The Cell will not deal with the following complaints:

- ❖ Criminal offence under judicial consideration.
- ❖ If the complaints are not lodged to the Cell in writing within 24 hours .

#### Objectives:

- ❖ To create a platform where staff and students can raise their problems about academic and non-academic matters.
- ❖ To receive suggestions from the staff and students for improvement.
- ❖ To ensure effective solution to the staff and students to redress their problems.



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NAAC RE-ACCREDITED "B++" GRADE COLLEGE



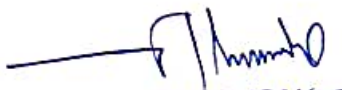

### Functions :

- ❖ The committee deals with all genuine grievances of staff and students of the College .
- ❖ The grievances filed either by writing or by online on the website of the college are always taken into consideration.
- ❖ The committee meets periodically to resolve the grievances received.
- ❖ The committee reviews all cases and acts accordingly as per the policy.
- ❖ The cell submits report to the authority regarding the case attended.

### Constitution of Committee- The constitutes Eight Members

- 1) One Senior faculty as coordinator
- 2) BSD Officer
- 3) Four senior faculties ( one from Reservation)
- 4) IQAC- coordinator



  
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