

# GRIEVANCE REDRESSAL CELL

The college is having its own grievance Redressal system in formal sense along with the provision of suggestion boxes the grievance Redressal cell of the college was created on 2nd January 2013. 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 Students' Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at Main Block.

## **Objective:**

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 strife 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 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 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.
- 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.

## **The Grievances may broadly include the following complaints of the aggrieved students**

- a. Academic
- b. Non-Academic
- c. Grievance related to Assessment
- d. Grievance related to Victimization
- e. Grievance related to Attendance

f. Grievance related to charging of fees

g. Grievance regarding conducting of Examinations

h. Harassment by colleague students or the teachers etc.

**Institute Level Grievance Committee will be as under:**

i. Senior faculty - Chairman

ii. Principal

iii. Up to 5 (five) senior faculties to be appointed by the Head of Institute as members

This committee will deal with all the Grievances directly which is related to the common problems at Institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by the student against the decision of the Department level committee.

**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 Management 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.

**Grievances submitted to Grievances Redressal Committee**

s.no	Year	No of grievances received	No of grievances resolved	remarks
1	2012-2013	nil	nil	
2	2013-2014	nil	nil	
3	2014-2015	nil	nil	
4	2015-2016	nil	nil	

The objective of the **Students Counseling and Grievance Redressal Cell** is to develop a responsible and positive attitude among students in order to maintain a harmonious educational atmosphere in NITS- Campus.