



Zero Tolerance Policy of Students Grievance Cell

1. The Student Grievance Redressal Cell was formed to address the diverse issues prevailing in Institution pertaining to students and bring about the transparency across all levels. This cell is an initiative which desires to promote and maintain a conducive and unprejudiced educational environment. 'Student Grievance Redressal Cell' analyses the nature and pattern of the grievances in a confidential manner which emphasize on procedural fairness to be given with a view to be treated without prejudice. Students' grievance cell awareness programs and interaction session were conducted by all the departments to enable students to express their grievances and solve those grievances in accordance with the rules and regulations of the Institution.

2. Objectives

- 1) To create a platform where stakeholders point out their problems, complaints, general drawbacks and limitations without fear.
- 2) To provide transparent and fair process of redressal
- 3) To investigate grievances thoroughly
- 4) To get suggestions from stakeholders for improvement
- 5) To give stakeholders the sense of participation in grievances solving
- 6) To restructure policies in the light of grievances

3. Facility

- 1) Suggestion box/complaint box is placed at the front of administrative office to receive the written complaints.
- 2) The complaints may be raised through email or through grievance portal login on college website.

4. Functions

- 1) To address grievances amicably and fairly in time bound manner.
- 2) To investigate grievances/to-note suggestions of stakeholders.





- 3) To keep record of grievances, scrutiny of grievances and follow redressal mechanism.
- 4) To prioritize grievances based on its seriousness and authenticity
- 5) To report the cases attended and solved and cases pending, if any, to the competent authority when necessary or on demand.
- 6) To modify composition of Grievance Redressal cell as per norms.
- 7) To keep updating the committee for government resolutions/competent authority resolutions and to document these resolutions.

5. Impact

To uphold the dignity of the college by ensuring strife free atmosphere in the college by promoting cordial student to student relationship, student to teacher relationship and staff to staff relations and relations with other stakeholders.

Cell Co-Ordinator

IQAC Co-Ordinator

Principal

