

Grievance Redressal Policy

Grievance Redressal System is a vital part of any administration. It is the responsibility of the College Administration to provide a secure and contented environment to all its Staff and Students. Different Grievance Redressal Committee have been formed in the College as per the statutory and regulatory guidelines .Grievances like ragging, harassment ,internal complaints of any nature are taken up by these committees under the purview of the Principal.

Objective-The objective of Grievance Redressal System in college is to provide free and fearless surroundings to its students and to bring accountability and transparency among all stakeholders .

Mechanism for Submitting grievances-

- Any Student can give in writing to the principal in person or through email orpost.
- A Complaint box is installed in the main porch where students can drop anonymous complaints related to academics, administrative or other matters.
- Online Portals like Sampark Portal and RTI platforms are also other options.

The grievances received by the Principal are forwarded to the concerned Committee members depending upon the nature of the complaint and then members look into the problems and make efforts to resolve it.

Role of Grievance Redressal Committees -

- To create awareness amongst all stakeholders about the zero tolerance policy of institute.
- To create and implement a mechanism to handle the reported grievances.
- To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- To attend to the grievances based on the authenticity and gravity of the criticisms made.
- To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- To convene periodical meetings to discuss whether the grievances have been settled.
- To forward the findings to the Management if necessary for further action
- To maintain strict confidentiality, if necessary.

College Grievance Redressal Committees

1. Internal Complaints Committee

2. Anti Ragging Committee

3. Sampark Portal

4. RTI