

GRIEVANCE REDRESSAL MECHANISM

POLICY

The College is committed to providing a congenial atmosphere for learning and personal growth of students. Besides other welfare measures, a grievance mechanism is created to encourage students to express individual and group concerns related to academic and non-academic concerns. The grievance mechanism has in place a Grievance Box (Yellow colour), a Suggestions Box (Green colour) and a Complaint Box for Sexual Harassment and Anti Ragging Complaint Box (Black colour) placed near the Principal’s office. The students are informed of this redressal mechanism at the time of orientation so that if the need arises, they can drop their suggestions or complaints in the respective drop boxes which will facilitate firsthand information for action to be taken. Complaints are handled in a sympathetic, fair, and efficient manner encouraging informal conciliation, early resolution, individual privacy and confidentiality.

PROCEDURE

- The Three boxes will be opened at 1.30 pm on every Monday by the Student Affairs co-ordinator
- Letters will be numbered and registered in Complaint Registers, maintained by the Student Affairs co-ordinator.
- Depending on the nature of the complaint, the grievance will be referred to the concerned authorities



Administration and Infrastructural Grievances:	Director Cum Secretary
Examination Related Grievances:	Principal Vice Principal



Student Related Grievances:	Students Affairs Co-ordinator
Academic Grievances:	Academics Affairs Co-ordinator

- The Action Taken Report (ATR) will be submitted within one week.
- Complaints related to Sexual Harassment and Ragging will be dealt with by the Disciplinary Committee.
- All suggestions given will be discussed in Management meeting for taking action.

GRIEVANCE REDRESSAL CELL REPORT

YEAR	No. of grievances appealed	No. of grievances redressed	Average time for grievance redressal in number of days
2018-2019	10	10	Within a week
2017-2018	8	8	Within a week
2016-2017	12	12	Within a week
2015-2016	14	14	Within a week
2014-2015	9	9	Within a week

Anti-Ragging Committee

The College has an Anti-Ragging Cell in place as per the UGC Regulations. Aggrieved students can register their grievances and concerns regarding any form of ragging be it verbal, non-verbal, or suggestive. Any action or word condemning one's gender identity, community, caste or other discriminatory remarks can be reported in confidence to the Grievance Committee. At the time of admission every student and parent is made to sign an Anti Ragging affidavit as per university stipulations which implicitly states not to indulge in any behavioral practices which will subject them to disciplinary action or expulsion, depending on the nature of the offence.



The Committee is coordinated by the following members :

1. Director and Secretary
2. Principal
3. Vice Principal
4. Student Affairs Co-ordinator
5. Students' Council

