

COLLEGE GRIEVANCE REDRESSAL CELL (CGRC)

Aim:-

To redress all grievances of the students timely with satisfying solutions as and when they arise.

Objectives :-

- a) The main objective of the Grievance Redressal cell is to develop a receptive attitude among all so that a harmonious educational atmosphere is developed in the college.
- b) The Grievance Redressal Cell is constituted for the redressed of the problems reported by the students of the college with the aim and objective of keeping the reputation of the college intact.
- c) To encourage the students to express their problems / grievances free and frankly.
- d) Any kind of grievances pertaining to the teachers, peers, and other mental or physical harassment complaints regarding class room management, class room teaching, teaching methods of teaching, completion of syllabus etc., if and when they arise.

Mechanism of Redressal:

- The committee deals with all the grievances of the students of the college.
- All complainants should file their grievances in writing and drop it in the Grievance drop box situated at administration office. Anonymous Grievances will not be accepted.
- Ever Saturday at around 11:00 AM the Grievance Redressal Committee members will open the box.
- The solution to the grievances will be provided within the three-week time from the date of complaint made.
- Redressal Committee Members will scrutinize the Grievances into 3 categories namely Academic, Non- Academic and Others.
- The Grievance Committee will call the complainant to put up his/her grievance in front of the committee, the grievance will be discussed in person.
- Within a week's time complainant will be called in front of the Grievance Committee.
- The committee members will discuss the grievance in detail with the concerned personnel of the institution within a week's time and corrective measures will be advised.
- The Redressal will be informed to the complainant in person within three weeks from the date of complaint made.
- The decision of the "Students Grievance Redressal Committee" will be final & binding on the complainant
- **NOTE: * Grievances of severe nature should be reported to the class coordinator and will be addressed immediately through the "Students Grievance Redressal Committee".**