



## POLICY DOCUMENT GRIEVANCE REDRESSAL CELL

Grievance Redressal Cell was established in 2017. Its primary function is to redress the grievances at an individual as well as class level and common grievances. The cell comprises of seven members to probe into the student grievances including the Principal, Heads of the department and students. The Cell maintains a conducive and unprejudiced educational environment.

### Objectives:

- To maintain democratic environment in the college.
- To encourage the students to express their grievances / problems freely and frankly, without any fear of being victimized.
- To enlighten the students on their duties and responsibilities.
- To refrain students from inciting/provoking other students, faculty or/and college administration.
- To promote affectionate and responsive behavior among faculty for students and not to behave in a vindictive manner towards any member of the college community for any reason.
- To eradicate the degradable practice of ragging from the campus.

**Scope of the complaints:** The cell will deal with Grievances received in writing from the students about any of the following matters:-

**Academic Matter:** Related to academic matters like syllabus coverage, evaluation, teacher allotment, issue of certificates etc.

**Financial Matters:** Related to dues and payments for various items from library, hostels etc.

**Any other Matters:** Related to certain misgivings about conditions of sanitation, food availability of transport, victimization by teachers or co students etc.

**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 and drop it in complaint box if they want to remain anonymous.
- 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.
- The students can also lodge complaint in online mode.
- Action of SRKIT GRC.

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