



**MECHANISM OF THE GRIEVANCE REDRESSAL CELL**

- An aggrieved student who has the Grievance or Grievances at the Department level shall make an application first to the HOD. The Head of Department after verifying the facts will try to redress the grievance within a reasonable time. If the student is not satisfied with the verdict or solution of the HOD, then the same should be placed before the Department level committee.
- If the student is not satisfied with the decision of Department committee, he/she can submit an appeal to the Institute level grievance committee within a week from the date of the receipt of the reply from the Department level committee.
- The Chairperson of Institute grievance committee, after verifying the facts and the papers concerned and having discussion within the Chairman of the Department committee will place the matter before the Institute level committee which shall either endorse the decision of the Department level committee or shall pass appropriate order in the best possible manner within a reasonable time.
- If the student is not satisfied with the Redressal offered by the Institute level committee and feels that his/her Grievance is not redressed, he/she can submit an appeal to the central grievance committee within a week from the date of receipt of decision with the relevant details.
- While dealing with the complaint the committee at all levels will observe law of natural justice and hear the complainant and concerned people.
- While passing an order on any Grievance at any level the relevant provisions of Act/Regulations should be kept in mind and no such order should be passed in contradiction of the same.
- The student will submit the application of Grievance or appeal to the Institute level committee or central grievance Redressal committee, as the case may be, through the Head of Department and Head of Institute concerned.



**THE CELL WILL DEAL WITH GRIEVANCES RECEIVED IN WRITING FROM THE STUDENTS ABOUT ANY OF THE FOLLOWING MATTERS:-**

**ACADEMIC MATTERS:**

- Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.

**FINANCIAL MATTERS:**

- Related to dues and payments for various items from library, hostels

**OTHER MATTERS:**

- Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers 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/or in the letter format boxes available in the admin department and also GRC cell, drop it in boxes.
- 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.