

Students Grievance Redressal Cell

Introduction:-

The Institute has a Students' Grievance Redressal Cell to look into the complaints lodged by any student and judge its merit. The Grievance Redressal Cell is empowered to look into the matter of harassment of girl students also may be sexually or otherwise in special cases. Anyone with a genuine grievance may approach the office bearers in person. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letter box kept for the purpose beside the Administrative Block of general faculty. Any student may write his grievance in a grievance register kept in class room or in Administrative office room.

Objective:-

The objective of introducing the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the students in order to maintain a harmonious educational atmosphere in the institute. Other objectives are given below:-

To provide opportunities for reprisal of certain grievances of students already enrolled in the Institution, as well as those seeking admission in the institution.

- Upholding the dignity of the Institute by ensuring congenial environment in the Institute through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students particularly girl students to express their grievances/problems freely and frankly, without any fear of being victimized.
- Advising Students of the Institute to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the Students to refrain from exiting Students against other Students, teachers and Institute administration.
- Advising all staff to be affectionate under Mahavidyalaya Pariwar and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.
- Facilitating a gender- sensitive and congenial teaching- learning environment at the institute so that girls are not subjected to any gender specific discrimination or sexual harassment.

Composition of Student Grievance Redressal Cell:-

The composition of Students Grievance Redressal Cell will be as under:-

1. Principal of the institute will be the President
2. H.O.D. or assistance professor of a particular faculty will be Vice-President.
3. One assistance professor with administrative skill would work as convener of the cell.
4. One girl student and one boy is also to be included.

However, the seat of vice-president and one representative of student should be reserved for SC,ST,OBC (BPL) and minority.

Over and above, departmental committees consisting of only students (boys and girls both) as per need would be set up assigning different position to them like President, Secretary etc. This Cell may have its meeting in Common Room if it is not occupied by other students for their rest and recuperation.

Nature of Complaints:-

As per Gazette of India dated 11th April 2023, following will be treated as grievance of the students which may be referred to the Grievance Committee in case of need:-

- 1) Violation of Admission Policy by institution.
- 2) Admission contrary to merit determined in accordance with the declared admission policy of the institution.
- 3) Non-publication of a prospectus by the institution, in accordance with the provisions of these regulations.
- 4) Publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts.
- 5) Withholding of, or refusal to return, any document in the form of certificates of degree, diploma or other document deposited by a student for the purpose of seeking admission in institution with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue.
- 6) Delay in, or denial of, refund of fees due to a student who withdraws admission within the time mentioned in the prospectus subject to guidelines, if any, issued by the competent authority, from time to time.

- 7) Complaints of alleged discrimination of students from the scheduled castes, the scheduled tribes, other backward classes, women, minorities or persons with disabilities categories.
- 8) Wrong information given in the prospectus or non-compliance of any facility.

PROSPECTUS OF THE INSTITUTION-

- 1) Every Institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its course or programs of study. A prospectus should containing the following for the information of persons intending to seek admission and the general public, namely:-
- 2) The list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution as the case may be, for every course or program of study, including teaching hours, practical sessions and other matters.
- 3) The number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is sought.
- 4) Details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof.

PROCEDURE

The purpose of the Grievance Redressal Cell for students will be widely published.

1. The students may feel free to put up a grievance, orally or in writing and drop it in box placed at conspicuous locations.
2. The Grievance Redressal Cell will take up only those matters which have not been solved by the different department.

3. Grievances related to fees etc will be taken up only if the relevant financial documents like demand drafts etc are attached.
4. Problems relating to girl students for gender based discrimination or harassment sexually or otherwise would be dealt by a separate committee named as "Anti-Women Harassment Cell."

An aggrieved student may refer his complaint directly to the Principal or to the in-charge of his/her department.

The student may also refer his complaint through e-mail and portal. The institution must give natural justice by calling the student in person or his representative. Institution should try to settle grievance immediately. In case, student is not satisfied, immediate or within seven days from the date of complaint the meeting of the committee must be called. Notice of the meeting should be given to the student where student should be permitted to present his case in detail. A copy of the proceedings of the meeting should be given to the student after obtaining signature of the student. In case student is not satisfied then next date should be fixed where student again should be permitted to present his grievance. In case student is still not satisfied, opportunity should be given for an appeal to the committee consisting of following office bearers:-

- 1) Mr. Bipin Chandra Mishra - mobile no. 9415430091
- 2) Mr. Yogesh Tripathi - mobile no. 9450326245
- 3) Ms. Deepti Sachan - mobile no. 6386933494

Grievance Committee should also refer whole matter to above committee which should give a privilege of Natural Justice. In any case, the complaint must be settled within seven days. However, if student is not satisfied in that case, student is free to refer the matter to university grievance office. For the purpose he may also approach to UGC portal e-Samadhan. However, it is also decided that meeting of the committee should be called only if any complaint is received otherwise just for record building, no meeting is required.

The names of office bearers/members of this committee including Anti-Women-Harassment-Cell and Anti-Ragging-Committee should be placed in the campus/gallery of the institution.

Principal