



5.1: Student Support

5.1.5 The Institution adopts the following for redressal of student grievances

including sexual harassment and ragging cases

Offline Grievances Redressal Mechanism of the College

STUDENT GRIEVANCE REDRESSAL PROCESS:

- An aggrieved student shall first present his/her grievance verbally or in writing to the Batch Coordinator/ HoD concerned or directly to the Principal. The student is to receive a response within one week of the presentation of grievance.
- For matters concerning a class or the campus as a whole, the aggrieved can maintain the anonymity if he/she wishes so. A registry is maintained for the purpose. A response is made available to the student community, if it is a matter of common interest. Otherwise, it is set aside
- The HoDs concerned have to forward the written grievances which requires the attention of the Grievance Redressal Committee within a week.
- The IQAC shall also function as a Registry to Grievance Redressal Committee. On receipt of grievance it shall be informed to the HoDs concerned.
- The aggrieved person may appear either in person or may be represented by such person as may be authorized to present his/case.

Students have multiple avenues to submit their grievances, ensuring accessibility and convenience:

- Grievance Boxes located in both the campus and departments.
- Online grievance registration through the college website.
- Specific formats for exam-related grievances.
- Scheduled individual meetings with the principal.
- Communication with mentors or class teachers for immediate assistance and guidance.



- The General Grievances Committee handles issues outside the scope of Examination, Ethics & Anti-ragging, and Internal Complaint Committee. This includes grievances related to admission, amenities, transportation, hostels, academic (excluding exam-related), and non-academic programs, as well as campus services and timing.
- Members of the General Grievances Committee oversee grievance/suggestion boxes placed across the campus. These boxes are opened monthly, and collected grievances are carefully verified and recorded.
- Upon verification, grievances falling under other committees are forwarded accordingly for their specialized redressal procedures.
- Each committee within the Grievance Redressal Mechanism operates in accordance with UGC norms, ensuring a structured approach to addressing grievances. Committees maintain detailed records of complaints received and actions taken.
- If stakeholders are dissatisfied with the decision of any specific committee, they have the option to escalate their grievance to the Principal. The Principal reviews such issues and presents them to the Grievance Committee for a final resolution, with the Principal's approval.

This structured approach ensures that all grievances are addressed promptly, fairly, and in adherence with established guidelines, promoting a harmonious environment within the institutio the General Grievances Redressal Mechanism presented in points:

First Stage:

- The student informs her/his mentor or class teacher about the grievance.
- Grievances are registered in the Department Grievance register.
- Department Grievance cell includes HoD, a senior teacher, and the class teacher/tutor.
- Priority is given to resolving the issue within three days.
- The resolution is communicated to the student and recorded in the Department register.
- Department registers are countersigned by the principal at the end of each semester.

Second Stage:

- If unsatisfied with the Department's solution, the student can escalate the grievance to the principal.



- The principal presents the grievance to the Grievance Redressal Committee.
- The Committee convenes a meeting to reach a decision.
- The student is informed about the Committee's decision.
- The Grievance Redressal Committee submits its report to the principal within 15 days.
- A stakeholders' meeting is convened where the Committee members openly discuss and disclose the solutions to the raised grievances.

This structured approach ensures grievances are handled promptly, escalating to higher levels if needed, and involves open communication with stakeholders to ensure transparency and fairness in resolutions.

Examination Grievance Redressal Committee:

- Responsible for addressing issues related to both Internal and External examinations.
- Students can submit exam-related grievances using a prescribed proforma available at the College Information Centre.
- Online submission of exam grievances is also facilitated through the college website.
- Grievances collected from boxes across the campus are forwarded to the Examination Grievance Cell by the General Grievance Committee.
- The Examination Grievance Redressal Committee reviews the grievances and deliberates on appropriate resolutions.
- A decision is reached within the committee.

Internal examinations grievances are addressed in three stages

Stage 1:

- Grievance is reported to the Mentor or Class Teacher.
- If resolved internally to the satisfaction of the student, the process concludes at this stage.

Stage 2:

- If the student is not satisfied with Stage 1 resolution, the matter is escalated to the HoD (Head of Department).
- The Department Grievance Committee discusses the grievance and reaches a solution.



- The grievance is recorded in the Department Grievance register and countersigned by the Principal.
- The concerned student is informed of the decision within five days.

Stage 3:

- If unresolved in Stage 2, the student may submit the grievance to the Principal.
- The Principal, along with the Examination Grievance Redressal Cell, reviews and resolves the grievance.
- The Examination Grievance Redressal Cell submits a report to the Principal for formal approval.
- The student receives notification of the decision within five days.

This structured approach ensures that grievances related to internal examinations are addressed progressively, with clear stages of escalation and timely communication to the student regarding the resolution of their concerns.