

Grievance Redressal Cell

The Grievance Redressal Cell is not merely a complaint redressal cell. Rather, it is an outlet for channelizing physical and emotional discomforts which impact teaching-learning within the classroom and campus on the whole. The Grievance Redressal Cell, as the College views it, provides an emotional space for expression of personal, social and professional grievances, eventually forcing redressal of the same.

The Grievance Redressal Cell is also inbuilt with a mechanism where suggestions for improvement of teaching-learning and other related matters of the College directly or indirectly evolve.

The Grievance Redressal Cell comprises of the following members:

1. Dr. Deepti - Principal
2. Mr. Harish Kumar - Member
3. Mrs. Ranjna Thakur - member
4. Mrs. Disha Upadhyay - member
5. Mr. Sahil Bhatia - Student Representative

A Suggestion Box kept where the students and staff can drop their written complaints.

The box is opened in any month of the session and the members of the committee scrutinize and try to redress their grievances.

The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge Students Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/suggestion box of the Grievance Cell at Administrative Block. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Cell.

Objectives:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Cell should be constituted for the redressal of the problems reported by the Students and staff of the College with the following objectives:

Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.

Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized

Suggestion/complaint Box are installed in every floor of the college in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics/Administration in the College.

Advising Students of the college to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of ift arises

Advising all the students to refrain from inciting students against other students, teachers and College administration

Advising all staffs to be affectionate to the students 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 are urgently brought to the notice of the Principal

Scope:

The cell will deal with Grievances received in writing from the students about any of the following matters

Academic matters. Related to, Transfer Certificates, Conduct Certificates of other examination related matters.

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

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 format available in the admin dept, and 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

Keeping in view the above points Le objectives, scope and functions etc, a grievance redressal cell is formed in Vijay Memorial College on 5 November 2008.