



Ref. QRL/CPC/04/01

Policy Document

Date 18/04/2018

Grievance Redressal Cell

The cell functions to look into the grievances lodged by any student. Students may approach the cell to voice their grievances regarding academic matters, admissions, placements services, misbehavior, library and other services. Any form of discontent or dissatisfaction on the part of the students can be informed to the cell.

The Grievance cell will also look into matters of harassment. Anyone with a genuine grievance may approach Students' Grievance cell. Grievances may also be sent through e-mail, Whattapp message or also through directly approaching to the any member of the Students' Grievance Cell.

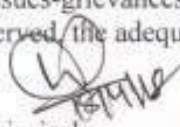
All kind of grievances, either academic or non-academic should be sent to the committee through the class in charges for redressal. The committee, in turn, has to address the problem and solve it within the time frame depending upon the seriousness of the grievance.

Objective of the Committee:

- To ensure a hassle-free atmosphere for the students to pursue their studies in the Campus.
- To make sure that a very cordial relationship among the students could be established
- To address the grievance and find a solution at the shortest time duration.
- To create a situation wherein the students are free to express their grievances without being afraid of victimization

Jurisdiction of Committee:

The committee will function for the purpose; the committee will intervenes upon grievances submitted in written form, messages received online or on Whattapp only. The committee takes up any grievance related to academics- student's attendance, classroom teaching, faculty irregularity, Examinations, issue of Mark lists. The committee will also looks into non-academic issues-grievances due to late fee payment, college conveyance, sanitary issues, quality of food served, the adequacy of the canteen facility, Hostel ambience and indiscipline.


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