

Mahila Arts Commerce College, Chandur (Rly), Dist. Amravati

College Grievance Redressal Committee

1. Introduction

The function of the College Grievance Redressal Committee (CGRC) is to look into the complaints lodged by any student, and judge its merit. The CGRC 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 head of the institute. In case the person is unwilling to appear in self, grievances may be dropped in writing at the complaint box of the CGRC at Administrative Block. Grievances may also be sent through e-mail to the head of the institute on his personal Email.

2. Objective:

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

A CGRC should be constituted for the redressal of the problems reported by the students of the College with the following objectives:

- Upholding the dignity of the College by ensuring trouble 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.
- Complaint Box is installed in the Administrative Block 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 rift 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.
- To investigate the cause of grievances.
- To ensure effectual solution to the online submitted grievances by stakeholders like students, faculties and parents.

3. Functions:

- On receipt of an online complaint through Email, the institution refers the complaint to the College Grievance Redressal Committee.
- After receipt of the online/offline complaint, the College Grievance Redressal Committee decides a date for hearing the complaint which is communicated to the aggrieved students. The cases will be attended promptly on receipt of written grievances from the students.
- The committee formally will review all cases and will act accordingly.
- The CGRC shall follow the principles of natural justice while considering the grievances of the students.
- The committee 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.
- After the resolution of the complaint, the CGRC shall provide the copy of the order with signature to the aggrieved parties.

4. Procedure for lodging complaint:

- The students may feel free to put up a grievance in writing and drop it in boxes or send an email to the Principal/head of the institute on his personal Email.
- The Grievance Committee will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Committee will assure that the grievance has been properly solved in a stipulated time limit of the fifteen days.

6. Composition

- The composition of the College Grievance Redressal Committee (CGRC) shall be as follows.— (a) Principal of the college or head of the recognized institution-Chairperson; (b) two senior faculty members nominated by the Principal of the College, or head of the recognized institution;
- The tenure of the members shall be two years.
- The quorum for the meeting shall be two, including Chairperson.