

GRIEVANCE REDRESSAL POLICY:

Our aim: The main objective is to develop a transparent, responsive and accountable attitude among all the stakeholders in order to maintain a harmonious and pleasant educational ambience in the institute. The main aim is to promote cordial student-student, student-teacher relationship and to maintain respect, right and dignity of all the stake-holders.

Our policy:

In accordance with the University Grants Commission (UGC) Grievance Redressal Regulations, 2012, the institution prescribes for a well defined system for redressal of grievances. 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.

- As per the regulations, Grievance Redressal Committee (GRC) is constituted in the college to take care of complaints of the students, parents, teachers and non-teaching staff so that teaching-learning experience in the institution is not only hassle-free but also *par excellence*.
- A complaint from an aggrieved student relating to the college shall be addressed to the Grievance Redressal Committee, with the following composition, namely:
 - Principal of the college – Chairperson
 - Dean, Academics
 - IQAC Coordinator
 - Incharge, Grievance Redressal Committee
 - Dean, Discipline
 - Dean, Student Council
 - Dean, Equal Opportunity
 - Head of the concerned Department
 - Any other faculty member, as per need
 - Hostel Coordinator, if required
 - Head Girl and class representative/s of the concerned class/hostel, if required
 - Office/Hostel Supdt., as the case may be
- For convenience of the students, the members of the committee for the session are notified by name in the college prospectus. Their phone numbers are also notified.

- The Principal has the prerogative to call special invitee/s to the committees as per the nature of the complaint.
- A complaint from an aggrieved teacher relating to the college shall be addressed to the Principal through IQAC Coordinator and Staff Secretary.
- A complaint from an aggrieved non-teaching member relating to the college shall be addressed to the Principal through Supdt. Office and Supdt. of the concerned department.
- The complaint may be sent in writing through members of the Grievance redressal Committee or Grievance Redress Drop boxes placed at various places in the institution. Recently, the institute has launched a online portal for grievance redressal and also a unique app, HMV e-Sathi for immediate report of any grievance or safety issue.
- On receipt of the complaint, the Grievance Redressal Committee, as the case may be, within three days of receipt, fix a date for hearing the complaint which shall be communicated to the complainant.
- Grievances are resolved with immediate effect and satisfactory report is obtained from the aggrieved party.