# Gyanoday College of Education Janjgir

Akaltara Road Janjgir, Distt- Janjgir-Champa (C.G.)

*Contact No: 94252-30437*

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## STUDENT GRIEVANCE REDRESSAL PROCEDURE

The Student Grievance Redressal Committee looks into the complaints lodged by students and judges each case on its merit. The committee is empowered to look into both academic and non-academic matters. It has been constituted to maintain a responsive, disciplined, accountable and harmonious atmosphere among all the members of the institute. The committee meets one in three months or as and when required at the instance of the Nodal Officer.

**Constitution:**

| Sl. No. | MEMBERS | NAME |
|---|---|---|
| 1 | Chairperson | Smt. Archana Yadav |
| 2 | Nodal Officer | Smt. Hema Tiwari |
| 3 | Faculty Members | Smt. Chanchala Mishra |
| 4 | Current Students | Nidhi Choubey |
| 5 | Alumnae | Shailendri Bareth |
| 6 | Administrative Staff | Shri. Virendra Ku. Rathore |

**SCOPE:**

The scope of the committee includes:

- Evaluating a fair and just evaluation of student complaint
- Developing a student support system based on feedback / grievance/ complaint
- Encouraging a student friendly, learner centric system

**FUNCTIONS:**

- Each case is attended to promptly on the receipt of written grievance from the students
- The committee then gives a written report to the higher authorities about the cases attended to and the number of pending cases, if any, which require direction and guidance from them
- The committee ensures a fair, unbiased and transparent resolution of student grievance

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**PROCESS OF LODGING A COMPLAINT:**

- The students may feel free to submit a grievance in the format available at the institute, and mail or drop it I the complaint box outside the Administrative Office on Campus.
- The committee will then act upon those cases that have been forwarded along with the duly filled up form.
- The committee will ensure that the grievances are redressed with the stipulated time period.

**GREVIANCES HANDLING MECHANISM:**

The following mechanisms are in place for timely action towards grievance handling:

1. **Mentor Mentee System:** For the benefit and guidance of the students, this feature exists in most institutions. Regular meetings between the mentor and mentee are held with students wherein students are free to discuss any personal or academic problem faced by them.

2. **Counselling Cell:** This cell is functional to counsel and guide the students for their overall development, including appropriate intervention needed to address any grievance al the initial stage.

3. **Complaint Box:** A complaint box has been placed out the Administrative Office for students to access it conveniently and drop the duly filled-in Grievance Form.

4. **Open Door Policy:** All students are free to personally contact the Principal/ Nodal Officer during Institution's working hours for escalation of complaints made earlier.

5. **Confidentiality:** The institution will maintain the confidentiality of information.

6. **Withdrawal:** Student is free to withdraw the grievance, without prejudice, at any given point of time.

Besides the above mentioned, students may get in touch with the Nodal Officer appointed for the same:

Name: - Smt. Hema Tiwari

Designation:- Lect.

Mobile Number:- 8770934592

Email id:- hematiwari@gmail.com

The institute has a robust student grievance redressal mechanism in place, for ensuring awareness for such measures available to them.

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## STUDENT GREIVANCE REDRESSAL PROCEDURE- AT A GLANCE

Students can access the Complaint Box, placed outside the Administrative Office to reach out to the authorities for grievance redressal. They may even mail the same to E-Mail- sureshyadavsky27@gmail.com.

While the box is assessed weekly, the website is look up on daily basis. On receiving the complaints, the committee fixes a date for a meeting to take up as items on its agenda.

The members discuss the grievances among themselves and arrive at the best solutions to be proposed as necessary action.

Upon completion of the proceedings, the committee communicates the final decision on the Notice Board put up near the Complaint Box for the information on all the students, especially the complainant(s).

The committee forwards the grievances along with the proposed solutions to the respective department heads and follow up the matter so as to ensure redressal.

The complaint(s) is/ are thereafter, considered disposed of and closed.

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