

ST. JOSEPH COLLEGE OF TEACHER EDUCATION FOR WOMEN,
ERNAKULAM

INSTITUTIONAL GUIDELINE FOR GRIEVANCE REDRESSAL CELL



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INSTITUTIONAL GUIDELINE FOR GRIEVANCE REDRESSAL CELL

A Grievance Redressal Cell is functioning in the Institution as per UGC norms and modified and updated from time to time. Currently Grievance Redressal Cell of the Institution function as per F.No.14-4/2012 (CPP) of October 2018. The cell functions to look into the grievances lodged by any student. Students may approach the cell to voice their grievances regarding academic matters, health services, 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 also looks into matters of harassment. Anyone with a genuine grievance may approach the Convenor or staff in charge of the Grievance cell. Grievances may also be sent through e-mail to the Convenor of the Grievance Cell. The cell then redresses the grievances promptly and judiciously. As a result of this mechanism, the institute has a pleasant ambient atmosphere and good work culture with in-built goodwill and mutual understanding among the students.


The Members of The Cell Are:

- ❖ Chairman: Principal
- ❖ Convenor cum secretary:
- ❖ Staff Advisor
- ❖ Staff in charge of the Grievance Redressal Cell
- ❖ College Office representative
- ❖ Student Representative: Member from the College Union
- ❖ All the members are appointed by the Principal.
- ❖ Tenure of the Cell is for 2 years.

Procedure

The students and the staff can voice their grievances in the written form. On the receipt of complaint, it is referred to Grievance Redressal Committee and is resolved immediately. If they don't get their grievance redressed by the grievance redressal cell they can approach the




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management of the Institution and even if there it is not addressed they can approach the University Grievance Redressal Cell.

Objectives

The main objective of the Grievance Redressal Cell is to promote and maintain a conducive and harmonious educational environment among the students. The Grievance Cell is constituted for the redressal of the problems reported by the stake holders of the College.

This is with the following objectives in mind:

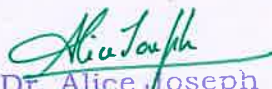
- Grievance cell is formed in order to keep the healthy working atmosphere amongst staff, students and other stake holders.
- This cell helps Students to record their complaints and solve their problems related to academics, resources and personal grievances freely and frankly without any fear of victimization.
- To keep the dignity of the college high by ensuring conflict free atmosphere in the college by promoting healthy student-teacher relationship.
- To ensure effective solution to the student grievances with an impartial and fair approach.
- To help students of the college to respect each other and develop tolerance whenever any occasion of conflict arises.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of anti-ragging and disciplinary rules should be urgently brought to the notice.
- Woman Harassment complaints and Ragging complaints will be handled as per UGC Regulations 2009 given in the institutional hand book and calendar.

Scope

The cell will deal with Grievances received in written form the students about any of the following matters:

- Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial matters: Related to dues and payments for various items from library, hostels fees etc.




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- Other Matters: Related to certain misgivings about conditions of sanitation, quality of food in hostel, availability of transport, victimization by teachers etc.



Function


- Complaint Boxes have been installed in the college campus in which the students, who want to remain anonymous, can put in writing their grievances and their suggestions for improving the academics/ administration of the College.
- The person concerned can personally approach to any member of the Cell or can send email or write an application and submit to Cell Convener for grievances of any sort.
- The cases will be attended promptly on receipt of grievances.
- The cell will review all cases and will act formally accordingly as per the Institutional guidelines.
- 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.

Exclusion

The grievance Redressal cell shall not entertain the following issues:

- Decisions of the executive council, academic council, board of studies and other administrative or academic committees constituted by the university.
- Decisions with regard to award of scholarship, fee concessions, medals etc.
- Decisions made by the university with regard to disciplinary matters and misconduct.
- Decisions of the university about admissions in any courses offered by the institution.
- Decisions by competent authority on assessment and examination result.




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