



N.V.K.S.D. COLLEGE OF EDUCATION (AUTONOMOUS)
ATTOOR

Institutional guidelines for Grievance Redressal Cell

Academic progress can only happen in an environment where an individual is assured of justice and fairness. To this end and in compliance with UGC directives N.V.K.S.D. College of Education (Autonomous) has constituted a Grievance Redressal Cell, Anti-Ragging Committee and Harassment Complaints Committee. The Grievance Redressal Cell aims to understand and rectify the grievances of students and staff. The Grievance Redressal Cell is constituted for the Redressal of the problems reported by the Students of the College by following objectives and tries to build a grievance free environment. All grievances of students relating to college shall first be addressed to college Grievance Redressal Cell.

OBJECTIVES OF THE CELL

1. To develop an organizational framework to resolve grievances of the students.
2. To provide the students access to immediate hassle free course to have their grievances redressed.
3. To investigate the causes of grievances without affecting either party's interest.
4. To resolve the problems of students and thereby fulfill their expectations.

GENERAL GUIDELINES FOR STUDENTS' GRIEVANCE REDRESSAL

1. The Grievance Redressal Cell is established to look into the grievances lodged by the students, teachers and administrative staff and redress it as per requirements.
2. Any form of discontent or dissatisfaction of the students which is against the court of law, ethos, good manners and behaviors, the fellow students, faculty and administrative staff could be brought to the notice of the Grievance Redressal Cell.

3. The grievances may be those indicated by UGC Regulations , 2019 (Redress of Grievances of students), published wide Notification. 14-4/20129 (CPP-II), dated 06.05.2019 or any other personal grievances.
4. Students can use the proforma available in the website and drop in the grievance box (offline) or mail it through nvksdgrievancell@gmail.com.
5. Identity of the aggrieved person will be kept confidential.
6. Students' grievances will be addressed within seven days.
7. The principle of natural justice is followed and the cell meets at least twice in a semester.

PROCEDURE FOR GRIEVANCE REDRESSAL CELL

1. The institution has developed a proforma to obtain grievances through, Students Grievance form as well as online through a email id created,nvksdgrievancell@gmail.com.
2. Grievance box is kept in the campus in which the stakeholders can put their grievances/complaints. The authority will go through the same and tries to solve if possible.
3. The grievances dropped in the suggestion boxes/ online are collected periodically and analysed by the committee.
4. Any grievance/ complaint received by the stakeholders are discussed by the Grievance Redressal Cell to arrive at a concrete solution.
5. The Grievance Redressal Cell holds periodical meetings and takes steps to redress the grievances.
6. The cell submits a report to the management with its recommendations if the grievances pertain to a decision made by the management.
7. Grievance Redressal Cell records minutes of the meetings and actions taken and submits a copy to the IQAC.
8. The coordinator in consultation with the Principal shall communicate the Decisions/Resolutions/Minutes/Action taken.