

### **Grievance Redressal Cell (GRC)**

The Grievance Redressal Cell is established to develop a responsive and accountable attitude among all the stakeholders to maintain a harmonious educational atmosphere in the institution.

#### **Functions of members:**

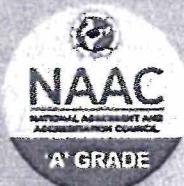
1. To ensure that no act of incident as mentioned here in and reported is ignored.
2. Must go the roots of the harassment faced by stakeholders and sort out the matter harmoniously.
3. To ensure that the stakeholders must feel free to discuss such issues and rest assured that the members shall be by them to tackle issues.

The GRC constituted the following members.

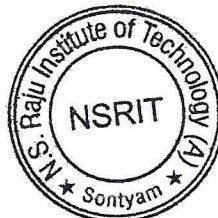
S.No.	Composition
1	Principal
2	Dean Student Affairs
3	One senior Faculty (Male)
4	Faculty Members
5	One senior Faculty (Female)

### **STANDARD OPERATING PROCEDURE (SOP)**

1. Stakeholder can submit the grievance through online link provided in college website in the top right of the website. On the other hand, if the stakeholders are not comfortable enough to post through online, hard copy is also encouraged
2. Principal must inform the respective Co-ordinator and members to constitute a committee without any sort of delay
3. The nature of grievance and severity will be analysed by committee members at initial stage based on the complaint being lodged
4. The issue is expected to be resolved within couple of days and if the gravity is high, it should be sorted out within 5 working days. The time period may escalate depending on the nature and gravity of the grievance
5. The committee will work in loop under Principal until the period specified by him to cease
6. The response shall be communicated to stakeholders and their feedback will be recorded to close the grievance
7. At all times, the complaint related details should be kept confidential and the members should submit an undertaking of non-disclosure. In case if it is found being disclosed, members will be dismissed from the committee with immediate effect



9. All enquiries shall be done in a room where camera surveillance is available maintaining the decorum treating the persons with utmost human care and manhandling should be totally avoided and strongly discouraged



*rat/SC/15/86/2021*  
DIRECTOR

Director

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