

MANSA COLLEGE OF EDUCATION, BHILAI

Grievances Redressal mechanism

Grievance Redress System in our institution work as an active panel through which all stakeholders can send a formal complaint to the institution to express their dissatisfaction related to their concern issues.

NUMBER OF THE MEMBERS OF GRIEVANCE REDRESSAL COMMITTEE

Principal - 01

Management Representative – 01

Coordinator- 01

Members-

03

Anti Ragging Committee – 01 Vishakha Committee - 01

Technical Incharge - 01

Academic Incharge :- 01 from each course

Student Representative - 01

Library Incharge - 01

Cleaning Incharge – 01

OBJECTIVES

- To create an opportunity for the stakeholders to communicate related to their concern Problems.
- To offer the aggrieved stakeholders to derive satisfaction of seeking redressal, if required.
- To Resolve the problem of the stakeholders.
- To provide healthier & Happy environment to perform specific task for the concern fields of stakeholders.

MECHANISM & PROCEDURE FOR LODGING COMPLAINT

FOR REDRESSAL OF GRIEVANCES (STUDENTS and STAFF)

Students raise the grievances to Redressal Cell by dropping letter or through the website which is opened daily by the peon and if any letter placed is handover to assigned grievance head through proper channels. Concerned teacher looks into the matter & Analyze the Grievance Suggests a solution to the student then the Solution is accepted by student & Grievance is resolved & action taken is recorded.

- The college has a Grievance Redressal Cell for dealing with any sort of grievance that students may encounter. Grievances of students, if any, are brought to the notice of the Head of the institution, and the issues are amicably and promptly solved.
- Suggestion boxes are kept in the campus in which the stakeholders can put their grievances/complaints
- Stakeholders can bring their grievances to their class teachers and mentors. Students have student council through which they give representations to the principal.
- Any grievance/ complaint received by the stakeholders is discussed by the grievance redressal committee to arrive at a concrete solution.
- The Grievance Redressal Cell intends to find solutions for problems like any kind of physical or mental harassment, complaints regarding class room teaching, classroom management, completion of syllabus, teaching method. The Grievance Redressal Cell holds periodical meetings and takes steps to redress the grievance etc.
- Anyone with a genuine grievance may approach the members in person, or in consultation with the Principal. In case the student is unwilling to appear in self, grievances may be dropped in writing at the grievance box earmarked for the purpose in front of
- The feedback form, complaints from student council as well as e-mails are other means to identify the complaints of the students.
- Provision of immediate action with immediate meeting to be organized for the Grievance related to Sexual harassment & Ragging cases .
- The students may feel free to put up a grievance in writing/or in the format available near the complaint box & drop it in boxes.
- Students can submit grievance by visiting the college website online provision is also available for submission of grievance.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

Types of Grievances for Stakeholders

The students & Teachers are the main stakeholders in any institution imparting education, and it's our endeavor to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit in consideration the institute has decided to provide mechanism to students for redressal of their grievances may broadly include complaints of the aggrieved students related too-

- **Academic Problems** like issuing of Mark-sheets, Transfer Certificates, Conduct Certificates University related Grievance like name or surname change , marksheet related issues,result withheld or relevant corrections in university concern documents, issuing of degree or other examination related matters.
- **Non Academic Problems**

Financial Matters: Related to fee dues and installment payments and no due from library, etc

Other Matters: Related to certain misgivings about conditions like infrastructure canteen Gym,teachers behavior, Management Behaviour, Timng issues etc.

- **Grievances related to Teacher -**

Grievance regarding transfer, seniority, medical facilities, training opportunities, research facilities, Disagreement in promotions/recruitments .

- **Grievances related to Examination**

Exam form grievances such as not finding subjects belonging to back log while filling online exam form, not finding the elective subject as per given choice, overlapping of exam dates, or extension of date due to breakdown of server or interchanging of subjects are taken care by faculty/staff by conveying the same to the university authority and conveying feedback to the students

ROLES AND RESPONSIBILITIES

The Grievance Committee formed by the institution is responsible to ensure that grievances are dealt with effectively in accordance with the Grievance Procedures set out for the implementation of the Policy. In doing so, the Committee shall adhere to the following principles

- Take grievances seriously why the stakeholders feels aggrieved, unhappy or Dissatisfied.
- Investigate the facts and surrounding circumstances, and showing the stakeholders that there grievance have been done thoroughly and sensitively
- Actively look for a solution that will satisfy the stakeholders, where practical, without causing disproportionate difficulty.
- Provide feedback to the employee about what can, and cannot be done to resolve the grievance .
- Take necessary follow-up action through Committee meeting.


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