

## **GUIDELINES**

### **Grievance Redressal Cell**

**B.H.B. College, Sarupeta**

#### **INTRODUCTION:**

The function of the cell is to look into the complaints lodged by any student, and judge its merit. The grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the Officer in- charge/ Coordinator of Students` Grievance Cell. In case the person is unwilling to appear in self-grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at Administrative Block. Grievances may also be sent through e-mail to the officer in- charge of Students` Grievance Cell.

#### **OBJECTIVES:**

The Objectives of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Cell should Be Constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Uploading the dignity of the College by ensuring strife free atmosphere in the College through Promoting Cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances/problems freely and frankly, without any fear of being victimized.
- Suggestion/ Complaint Box is installed in front of the Grievance Redressal Cell in which the Students, who want to remain anonymous, put in writing their grievances and their suggestion for improving the Academics/ Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the Students to refrain from inciting Students against other Students, teachers and College administration.
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

#### **Scope:**

The Cell will deal with Grievances received in writing from 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 etc.
- Others Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

#### **FUNCTION:**

- The cases will be attended promptly on receipt of written grievances from the students.
- The cell formally will review all cases and will act accordingly as per the Management policy
- 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.

#### **PROCEDURE FOR LODGING COMPLAINT:**

- The complains as well as suggested laws in the box are checked regular interval of time.
- The students may feel free to put up a grievance in writing/ or in the format available in the admin dept. and drop it in boxes
- 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.

#### **Policy/Mechanism:**

- Grievance Redressal committee shall consider only individual grievances of specific nature of students and staff.
- The Grievance Redressal Cell shall not consider any grievance of general applicability/collective nature raised collectively by more than one employee/student.
- The option is given to the complainant to submit the complaint in the suggestion box or through the online form in the college website.
- The message regarding online registered complaint will be sent to the Convener immediately after its registration and the Convener will take up the issue in the meeting of the Grievance Redressal Cell.

- The complaint will be reviewed by the Cell and further investigation will be done accordingly.
- Prompt action will be taken by the Cell regarding the matter. The matter is to be resolved within a stipulated time-frame
- The Grievance Redressal Cell may mediate between complainant and defendant against who the complaint has been made, if required.
- The Cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required. \*


### **Mechanism Regarding Internal Assessment Related Grievances**

The College follows the Evaluation Policy of the Affiliating University where the internal marks is obtained from a three-tyre system: Sessional, Assignment and Attendance. The College follows a transparent, efficient, effective mechanism to deal with internal assessment related grievances. The Committee follows certain procedures to address genuine grievances:

- The grievance regarding Assignment/Seminar/Group Discussion etc. shall be addressed by the HoDs in consultation with the faculty members of the department. If the students are still not satisfied with the review of the department then the matter can be addressed to the Grievance Redressal Committee.
- The grievances connected to attendance shall be addressed by the HoDs with the faculty members. The attendance shall be sent to the authority for approval.
- The students have the option of checking their answer scripts of Sessional Examinations. The discrepancies are addressed by the HoDs after consultation with the faculty members. The matter will be taken up in the Grievance Redressal Cell if the Complainant persists to take the issue with the Cell.
- The absentees and the students, who are unable to secure the pass marks in Sessional Examinations, shall be given a chance to reappear in the examination again. The examination shall be re-conducted by the HoDs of the department.
- The grievances of the students related to Internal Assessment shall be viewed sympathetically, effectively and transparently.
- The grievances regarding wrong entry of marks of the Internal Assessment in the Final Mark sheet shall be communicated to the Affiliating University after the letter

stating the grievance is verified and forwarded by the Principal to the Controller of Examination of the Affiliating University.



  
Principal  
B.H.B. College, Sarupeta