



# SIENA COLLEGE OF PROFESSIONAL STUDIES

(Affiliated to Mahatma Gandhi University, Kottayam, Kerala)

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## GRIEVANCES REDRESSAL CELL POLICY

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### **Introduction**

To meet timely redress of grievances and concerns by learners as and when they arise. According to the rules and regulations of the college the cell will find solutions for the concerned problems. The rights and academic problems of students were solved according to their needs. The cell will solve all problems of the students with justice in safely without any discrimination and with confidentiality

### **Objective**

1. Encourage co-ordial relationship between student- student, student- teacher
2. Give justice to complaints made by students and find suitable solutions
3. Focus on comfortable academic environment, responsive and responsible attitude among students.
4. Ensures to solve the problems authentically and confidentially.
5. Encourage the students to express their genuine problems and complaints in a truthful and independent manner.

### **Definition**

1. Govt. order (c) 344/2023 HEDN dated 09.06.2023 vice chancellor, Mahatma Gandhi University act 1985-chapter 3 section 10 for established of student grievance redressal cell in all affiliated govt., aided. colleges and university departments including professional colleges under the higher education dept of the state in exercise power under (1) respected
2. Grievance means and includes, complaint (s) made by an aggrieved student in respect of the matters covered in clause 3(h) of the university grants commission Grievance Redressal Regulations,2019.
3. College Level Student Grievance Redressal Committee (CLSGRC) means a committee constituted as per this policy at the college level.
4. Department Level Student Grievance Redressal Committee (DLSGRC) means a committee constituted as per this policy in each department of the college.

### **Mechanism**

1. College Principal University Head of the deptment (chairperson)
2. Principal, two teachers recommended by Head of dept (one female).
3. college union chairperson Student union of the university of Studies.
4. Two representatives from the students to be elected by them.
5. One from the differently abled category recommended by the Head of the department.
6. A student from SC/ST category recommended by Head of the department.
7. PTA representative
8. A teacher recommended by the syndicate as university representative.

9. The chairperson should call the meeting at convenient Stages. The chairperson shall call the meeting even if requested in writing by 6 members. The quorum of the meeting shall be 5 out of which 2 shall be students.
10. The chairperson shall be legally responsible for implementing the decisions taken by the committee on majority basis.
11. The committee shall elect a convener and be responsible for maintaining and communicating the records of the committee.

#### **Jurisdiction of the Cell**

1. Admission based on merit of the college/university.
2. Non-Complaints with standards.
3. unreasonable withholding or denial of certificates or documents Additional fees for services provided by the college contrary to declared policies
4. Deficiencies in infrastructure
5. All types of examination-related grievances-caste, gender, religion, social, disability.
6. complaints about discrimination and harassment.
7. If there is no justice from the existing systems in the institution, mental and physical abuse by teachers and fellow students writing and other forms of victimization, this cell should be given to the students.
8. Not available as per university rules classes, tutorials etc.
9. Hostel facility complaints and about vehicle facilities etc.
10. Denial of rights in the students' rights chain.

#### **Rules**

1. The committee will deal with all genuine grievances of learners of the college.
2. All complaints should file their grievances either by writing
3. The committee will meet at least one in a month to solve the grievances.
4. The student shall bring up his grievances in the prescribed format immediately to the grievance cell without fail. The number of grievances settled or pending will be reported to the principal in every month.
5. A box, marked as Grievance Box is placed on the ground floor. Any student may put in their case concerned with name, date and class in the grievance box. Confidentiality and privacy are maintained