

# **Grievance Redressal Policy**

## **Background**

The Grievance Redressal Cell has been established in the college to redress any grievances by the staff or students expeditiously.

## **Composition:**

- i Chairman – Principal
- ii. Member - Head of Department (Applied Sciences & Humanities.)
- iii Member - Head of Department (Computer Sc. Engg.)
- iv. Member - Head of Department (Electronics & Communication Engg./Electrical & Electronics Engineering )
- v. Member - Head of Department (Mechanical Engg.)
- vii. Member - Head of Department (CSE (Artificial Intelligence & Machine Learning)
- vii. Member - University Nominee
- viii. Member Secretary - Registrar

## **Procedure for Redressal of Grievances:**

**Students:** - In case of students, the student may project his/her grievance to the class counselor. In case it cannot be resolved by him/her then the same is projected to HOD. The HOD endeavors to resolve the matter and if it cannot be resolved it is projected to the Director. The Director thereafter resolves the issue.

**Staff:** The staff can project their grievances to the HOD who endeavors to resolve it. If it cannot be resolved, then the matter is projected to the Principal who resolves the issue. If the issue is not resolved at this stage the matter is projected to the Chairman who resolves the matter.

**Note: 1.** The responsibility of convening the meetings at laid down frequency will be that of the Respective Chairman.

**Note: 2.** The ‘Secretary’ will be responsible to record and write the minutes and follow up the decisions taken in consultation with the Chairman.