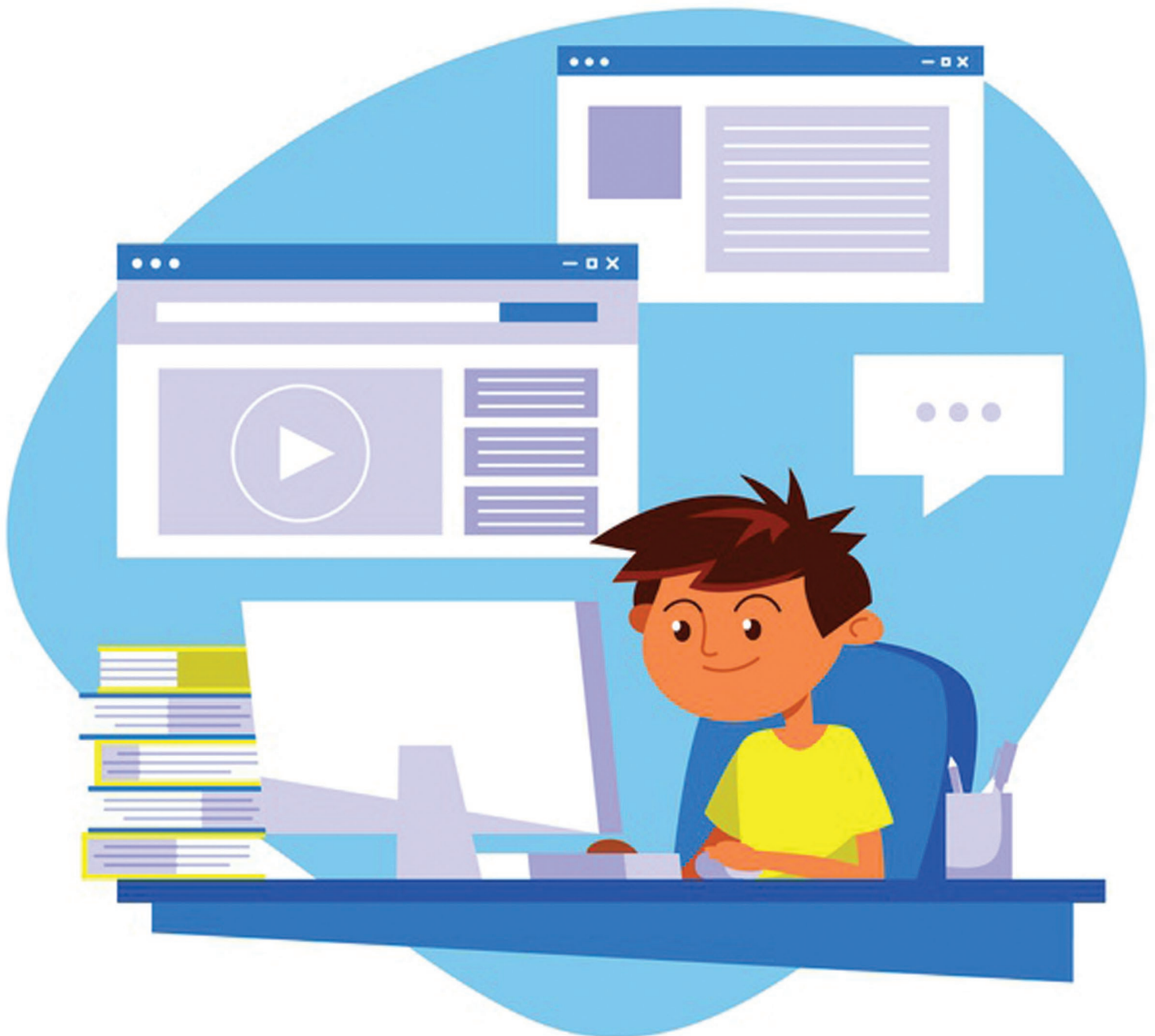




*Don Bosco College, Tura*



# GRIEVANCE REDRESSAL POLICY

## (Version 1.2)



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## **GRIEVANCE REDRESSAL POLICY (VERSION 1.2)**

### **PREAMBLE**

Don Bosco College, Tura is committed to provide resolution of grievances in a fair and impartial way to provide a safe, fair and harmonious learning and work environment to whole fraternity of students, faculty and staff members. The Grievance Redressal Cell of Don Bosco College, Tura has been constituted to give everyone associated with the College an equal chance to raise genuine grievances in order to avoid any kind of discontentment leading to detrimental situations. The Cell ensures efficient and accessible mechanism that will work towards promoting a harmonious atmosphere for overall development of all the stakeholders of the college.

### **OBJECTIVES**

The objective 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:

1. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
2. Suggestion / complaint Box is installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
3. Installing Notice Boards in the gardens to remind students of their responsibility.
4. 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.
5. Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
6. 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.

## DEFINITIONS

### 1. Grievance

Grievance means a formal complaint that includes any kind of discontent or dissatisfaction or negative perception, arising out of anything connected with the college that a teacher or student or parent or staff member thinks, believes, or even feels, is unfair, unjust or inequitable.

### 2. Grievant

Grievant means a student, teacher, staff member or group of students or parents or staff members submitting the grievance.

### 3. Days

Days means working days exclusive of Sundays, holidays or vacation days as set forth in the academic calendar. In counting days, the first day shall be the first full working day following the receipt of the grievance.

### 4. Grievance Redressal Cell

Grievance Redressal Cell means a Cell constituted in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013)

### 5. Nodal Officer

Nodal Officer shall be a person to whom grievant shall approach after he/she has availed all remedies for redressal of grievances within the college

## SCOPE OF GRIEVANCES

The types of the grievances addressed by the Grievance Redressal Cell include

Sl No.	Types of Grievances	Specification
1.	Academic	Admissions, Examinations, Assessments, Evaluation, Library facilities, Issuance of certificates, Add-on courses, Research related issues, ragging etc.
2.	Extension & Extracurricular	Students' club registration, Physical Education, Club related activities etc.
3.	Amenities & Maintenance	Allocation of class rooms, Standard of Canteen food, Wi-fi internet connectivity, Computer facilities, Drinking water, utility store, Sanitation & hygiene, Maintenance, Medical facilities etc.
4.	Placements & Internships	On-campus or off-campus interviews, soft skills training, Career Guidance etc.
5.	General Administration	Collection of fee—on-line fee payment gateway, ID cards, attendance, Scholarships, Transportation etc.
6.	Employment Practice	Conditions of appointment and policy guidelines
7.	Other related issues	Safety & Security, Discipline, Misbehaviors, Emergency services, harassment by fellow students, teachers or staff etc.

## **GRIEVANCE REDRESSAL CELL**

The composition of the Grievance Redressal Cell of the college is as follows:

1. Principal - Chairperson
2. Faculty member nominated by Principal - Nodal Officer
3. IQAC Coordinator - Member
4. Faculty members of different departments nominated by Principal -Members (4 nos.)

## **GRIEVANCE REDRESSAL MECHANISM**

The Cell will consider only formal grievances, received in person or through website link and put its best efforts in order to arrive at a right decision/amicable solution expeditiously. He/she can also register the grievance through the college portal.

1. In case of individual students, any grievance may first be discussed at the mentor level, which if not sorted out may be forwarded to the respective Heads of Departments. However, if the issue still remains unresolved it may be formally informed to the Grievance Cell.
2. In case of members of the faculty or other staff, any sort of grievance may be submitted to the Nodal Officer or Principal.
3. On receipt of any representation, the Nodal Officer/ Principal will call a meeting of the Grievance Redressal Cell. This meeting will discuss the pros and cons of the issues involved to resolve it through a legitimate decision. Such action may involve some corrective action or negotiation and counselling to the aggrieved person or group.
4. The Grievance Redressal Cell shall communicate the final decision to the concerned parties via email or official letter.
5. However, if any issue remains still unresolved, the same may be forwarded by the Nodal Officer/Principal to the Governing Body of the college for a final decision.
6. The college shall comply with the order of the Governing Body.
7. In case of any false complaint, the Nodal Officer/ Principal may order appropriate action against the Grievant.
8. 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 suggestion box.
9. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
10. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

## **POLICY AMENDMENT**

On the basis of the experience of the working of the Grievance Redressal mechanism, and the recommendations made by statutory bodies such as UGC, NEHU, Government of Meghalaya etc., the Grievance Redressal Cell will have the power to recommend for any changes to the procedures to the cell as and when required for the smooth functioning of the Grievance redressals.