



Student Grievance Redressal Committee

Annual Report

W.E. F Nov.2019

Grievance Redressal System is a vital part of any University administration. It is the responsibility of the University Administration to provide a secure and contented environment to all its Staff and Students. The Grievance Redressal Committee has been formed in the university as per the UGC guidelines to redress the grievances of both the staff and the students. Since the inception of the University the Committee has been under the direct purview of the VC. The grievances received by the VC are forwarded to the concerned Committee members who look in to the problems depending upon the seriousness of the issue. The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.

Functions of the Grievance Redressal Committee

- To accept written grievances from students.
- To create and implement a mechanism to handle the reported grievances.
- To forward the findings to the Management if necessary for further action.
- To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- To attend to the grievances based on the authenticity and gravity of the criticisms made.
- To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- To convene periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.

Grievance Reporting Mechanism

The university provided multiple channels for grievance submission:

- Online Portal: A dedicated grievance forms available on the university website.
- Suggestion Boxes: Placed across key locations on campus.
- Email Communication: A specific email address for grievance reporting.
- Personal Interaction: Scheduled office hours for in-person grievance submissions

STATUS OF GRIEVANCES: NO SUCH MAJOR GRIEVANCE RECEIVED IN THIS ACADEMIC YEAR, 6 MINOR GRIEVANCES RECEIVED REGARDING UNIFORM, CANTEEN AND COLLEGE TIMINGS; THE SAME ARE ALREADY ADRESSED BEFORE S.C. MEETING (ONLY COMMITTEE FORMATION AND AWARENESS STAGE COMPLETED)

