

Grievance Redressal Cell

▲ Introduction

"Every grievance is an opportunity for growth, understanding, and positive change."

Any large Institution can only flourish if it is willing to acknowledge its shortcomings and take corrective action. An educational Institution is like a large family and can realise its true potential through trust, loyalty, and positive relationships among its members. Addressing grievances leads to a happier, healthier family dynamics, fostering understanding, empathy, and stronger bonds.

The Grievance Redressal Cell at Acharya Prafulla Chandra College is dedicated to monitoring grievances from all stakeholders (i.e., students, faculty and non-teaching staff and alumni) and maintaining a healthy atmosphere in both college and hostel premises. It provides a platform for all wings of the institution to express their concerns freely while counselling them to avoid provocation against fellow students, teachers, or college administration to uphold overall discipline. The college aims to foster a nurturing teaching-learning environment where staff members are supportive and caring towards students. The Cell carefully examines grievances, addressing them based on merit, and conducts systematic inquiries into incidents related to grievance and discipline. Reports are then submitted to higher authorities for appropriate action.

▲ The Beginning

A few years back the authorities of Acharya Prafulla Chandra College and its IQAC realised that while the annual feedback from students and teachers served as a benchmark for future plans of action, there needs to be a well-structured mechanism for more immediate response to grievances.

This led to the formation of the grievance redressal cell in the year 2017, under the convenorship of Dr Syed Rafi Ahmed, hailing from the Department of Electronics, in adherence to the Grievance Redressal Regulation formulated in accordance with the guidelines of the University Grants Commission. "Dr. Ahmed", spearheaded the initial efforts of the Cell, alongside other committed members. This marked the beginning of the Cell's crucial role in addressing concerns and maintaining accountability within the institution.

▲ **Vision And Mission**

The Institution's vision and mission are deeply rooted in strong principles and ethics. The management ensures a robust mechanism for addressing student grievances, in compliance with government mandates. A grievance mechanism is in place to resolve academic or administrative complaints effectively. Our institution has a zero tolerance policy for any form of grievance.

Grievance Redressal Policy: [Download](#)

▲ **Objectives**

The Grievance Redressal Cell has a multifaceted mission aimed at fostering a harmonious and supportive environment within the college community. Here's a breakdown of its primary aims and objectives:

1. **Identification and Addressing of Grievances:** The cell strives to promptly identify and address grievances raised by any of the stakeholders, ensuring their concerns are heard and resolved effectively.
2. **Organized Resolution Process:** By establishing an organized framework, the cell ensures that all grievances (student/faculty/staff) are resolved in a systematic and efficient manner, promoting transparency and accountability.
3. **Monitoring Immediate Solutions:** Ensuring complaint receive immediate and effective solutions, is a key priority, contributing to a conducive teaching-learning atmosphere within the college.
4. **Maintaining Congenial Atmosphere:** The cell endeavours to uphold a congenial teaching-learning environment among both staff and students, fostering positive relationships and mutual respect.
5. **Providing Avenue for Expression:** Offering students and faculties a platform to voice their grievances and concerns encourages open communication and facilitates constructive dialogue.
6. **Timely and Impartial Resolution:** The cell is committed to impartially resolving grievances in a timely manner, thereby preserving a healthy academic and work environment.
7. **Promoting Transparency, Accountability, and Fairness:** By promoting transparency, accountability, and fairness in addressing grievances, the cell instils trust and confidence within the college community.

8. **Conflict Prevention and Resolution:** Through peaceful and constructive conflict resolution methods, the cell works to prevent and resolve conflicts, promoting a harmonious atmosphere.
9. **Developing Responsive Attitude:** Encouraging a responsive and accountable attitude among all stakeholders contributes to maintaining a harmonious educational atmosphere within the institute.
10. **Upholding College Dignity:** The cell endeavours to uphold the dignity of the college by fostering cordial relationships with stakeholders and ensuring a strife-free environment.
11. **Encouraging Fearless Expression:** Creating an environment where stakeholders can freely and fearlessly express grievances and problems without the fear of victimization is a priority.
12. **Multiple Grievance Registration Methods:** The cell employs various methods, including suggestion boxes, and online portals, to facilitate the registration of grievances from students.
13. **Utilizing Digital Platforms for Grievance Resolution:** During lockdowns and other challenges, the cell leverages prevalent digital platforms to resolve grievances and cater to the needs of students effectively.

Through these comprehensive objectives and strategies, the Grievance Redressal Cell plays a vital role in ensuring a supportive and conducive environment for all members of the college community.

▲ **Mechanism**

The structured mechanism followed by the Grievance Redressal Cell ensures that grievances are handled efficiently and fairly.

Grievances are classified under four categories, namely,

- (A) **Infrastructural**
- (B) **Sexual Harassment**
- (C) **Examination related**
- (D) **Teaching-Learning process**

The workflow followed from submission to resolution can be summarised in the following manner:

1. **Submission of Grievance:** Providing official channels for submitting grievances, whether through writing or electronically, ensures that students and faculty can easily report their concerns. While a drop-box next to the Principal's Office is available for OFFLINE submission of complaints, links are also provided on college website for ONLINE submission.
2. **Preliminary Assessment:** Conducting a preliminary assessment allows the cell to understand the nature and severity of the grievance. This step is crucial for determining the appropriate level of response and allocating resources accordingly. Then Cell handover the cases to the respective departments. The identity of the complainant will not be disclosed to the concerned departments.
3. **Classification and delegation to respective Cell:**
 - (A) **Infrastructural issues**, after discussion, are forwarded to IQAC/Principal's office with necessary recommendation for resolution.
 - (B) **For complaints related to sexual offences** –As per UGC mandates Internal Complaints committee (ICC) is the designated body. The convenes meeting with the concerned persons. Necessary investigations if any as well as feedback from other sources are sought if required. Based on its findings the ICC forwards its recommendation to the college authority
 - (C) **Exam related Offences** are further classified as related to
 - a) **Infrastructural issues** (quality of bench, power-cut, inadequate lighting etc)
 - b) **Invigilation**
 - c) **Evaluation**
 - d) **Appeals for special consideration**

Grievance redressal committee classifies the nature of complaint and accordingly forwards it with its recommendation to

(a) IQAC/Principal

(b) Examination committee –

For **INTERNAL Examination-** in discussion with IQAC and respective departments finds resolution which could involve sharing answer scripts with concerned students.

For **UNIVERSITY Examination**- students can apply for review of their answer scripts after depositing the requisite fees to the university. College office keeps contact with the university and students can obtain the results of review through college office.

However, there is no provision for review of the answer scripts of Practical Examination.

(c) Students who are unable to appear for INTERNAL EXAM or could not fill up University examination form often appeal for special consideration. While UNIV issues are handled by communication between HEI and UNIV Controller of Examination, for college examination (internal) issues are resolved through discussion between Examination Committee and concerned departments.

(D) Teaching-Learning process

Discussion among teachers and students in the concerned departments: This step ensures that issues are addressed at the grassroots level, where they often originate. Direct communication between teachers and students within specific departments allows for a more focused understanding of the problem and potential solutions. Besides, discussion on complaints, there is a guidance cell with student representation from different semesters which allows the college authority to get independent feedback on different aspects of the teaching-learning process in the college.

4. **Investigation:** In cases where further investigation is necessary, the cell gathers evidence and interviews relevant parties. This investigative phase is essential for obtaining a comprehensive understanding of the situation and identifying potential solutions.
5. **Resolution:** Working towards a resolution demonstrates the commitment of the cell to address grievances effectively. Whether through mediation, recommendations, or necessary actions, the goal is to resolve the issue in a manner that is satisfactory to all parties involved.
6. **Feedback and Follow-up:** Seeking feedback from the concerned party ensures that their voices are heard throughout the process. Additionally, after delegation of

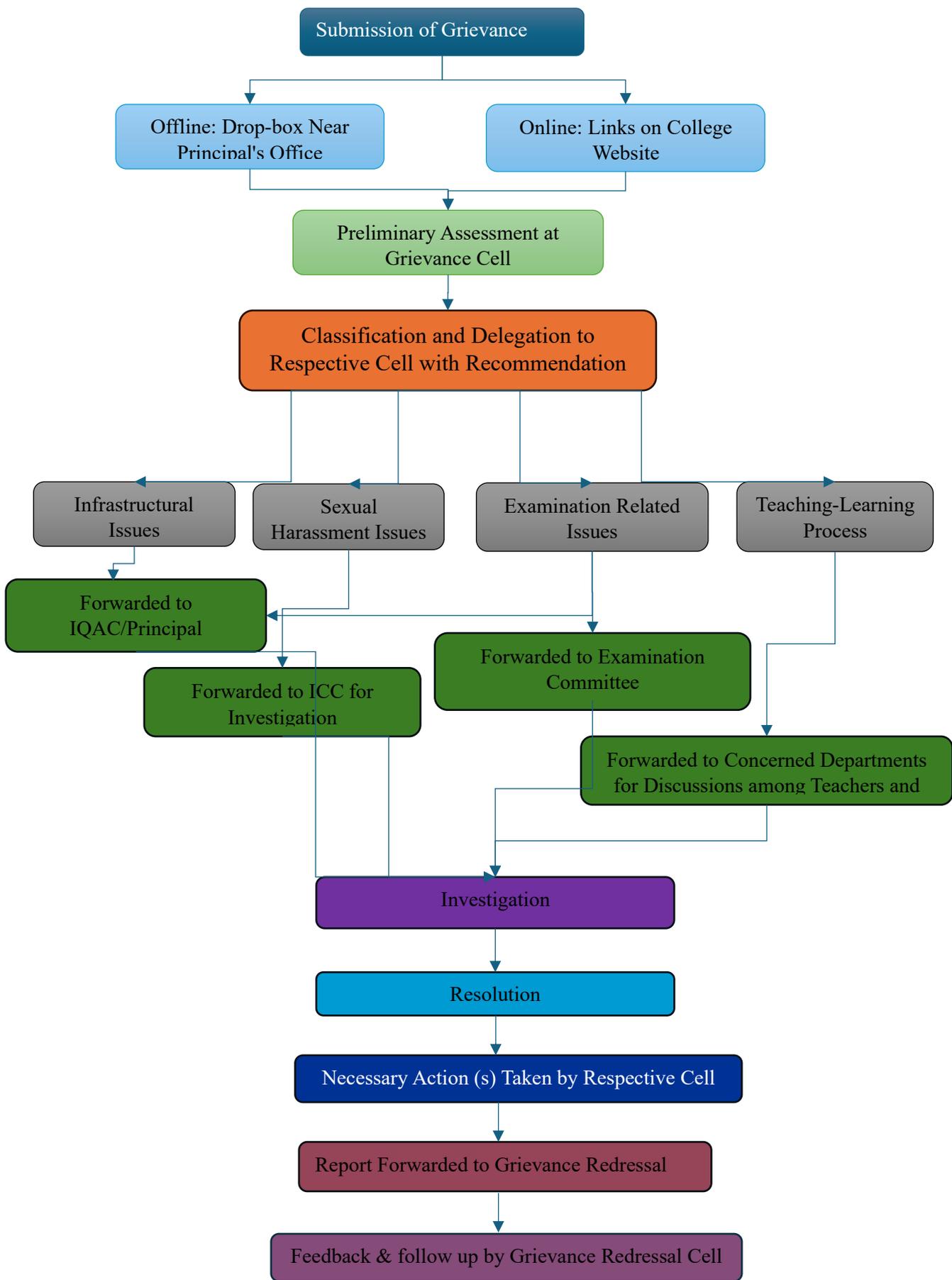
complaint to respective cell, there is regular monitoring the progress of the resolution through follow-up allows the cell to address any lingering concerns and ensure that the issue has been fully resolved.

By following this structured mechanism, the Grievance and Redressal Cell not only addresses individual grievances but also contributes to fostering a culture of transparency, accountability, and fairness within the college community.

▲ **Activities**

It sounds like the Grievance and Redressal Cell is dedicated to ensuring a fair and supportive environment within the college community. Here's how each activity contributes to fulfilling its objectives:

1. **Reviewing and addressing grievances:** By promptly addressing various concerns such as academics, administration, discrimination, and harassment, the cell demonstrates its commitment to maintaining a safe and inclusive environment where everyone's voices are heard and respected.
2. **Organizing workshops and awareness campaigns:** These initiatives help in empowering members of the college community by educating them about the grievance redressal procedures. This not only increases awareness but also encourages individuals to come forward with their grievances, knowing that there are established mechanisms for resolution.
3. **Maintaining records:** Keeping detailed records of grievances, actions taken, and resolutions is crucial for transparency and accountability. It allows the cell to track trends, identify recurring issues, and assess the effectiveness of their interventions. Moreover, transparent record-keeping fosters trust among stakeholders.
4. **Periodically evaluating and refining the process:** Continuous evaluation and refinement are essential for adapting to evolving needs and improving the efficiency and fairness of the grievance redressal process. This ensures that the cell remains responsive and effective in addressing grievances as they arise.



Overall, these activities collectively contribute to creating a supportive and conducive environment for learning and working within the college community, where individuals feel empowered to raise concerns and confident that they will be addressed in a fair and timely manner.