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TIKA RAM COLLEGE OF EDUCATION

SONEPAT-131001 (HR)

Haryana Govt. Aided, Affiliated to DCRUST-Murthal (Sonapat), Approved by: NCTE & UGC - 2 (F) & 12B

website: www.trcesonapat.orgE-mail: principaltrce1@gmail.com

Run by: Tika Ram Edu. Society, Sonapat

Ref. No. TRCE/

Date 19.08.2022

Guidelines for Students' Grievance Redressal (2022-2023)

The Grievance and Redressal Cell desires to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by anyone with regard to the activities of the Institution, and in particular, those made by students. The Cell ensures effective solution to the grievances, using a fair approach. The Grievance and Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College. The cell meets periodically, examines the nature and pattern of the grievances and redresses it accordingly.

Grievance and Redressal Cell Composition:-

Sr No	Name of The Members	Designation	Role
1	Dr. S.S. Rana	Principal	Patron
2	Dr. Indu Rathee	Associate Professor	Coordinator
3	Dr. Balvir Singh	Associate Professor	Member
4	Ms. Meenu	Librarian	Member
5	Dr. Dipti	Assistant Professor	Member
6	Ms. Seema	Assistant Professor	Member
7	Ms. Sonam (23) B.Ed II Year	Student	Student Coordinator
8	Ms. Tanya (59) B.Ed II Year	Student	Member
9	Ms. Himanshi (68) B.Ed I Year	Student	Member
10	Ms. Tanu (61) B.Ed I Year	Student	Member

Objectives

1. To develop awareness regarding the rights and responsibilities of the students and employees.
2. To encourage students to speak regarding their grievances in a democratic environment
3. To investigate the situation based on enquiry with the respective sources
4. To ensure that the situation is fairly dealt with
To provide solutions for the problems in consultation with the students and staff democratically



[Signature]
Principal
Tika Ram College of Education
Sonapat

Functions of the Grievance and Redressal Cell

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1. Provides information about the Cell's objectives and mode of operation through the website and orientation during the induction program of the college
2. The student teachers, faculty can register their grievance via mail, open forum or suggestion box.
3. The committee acknowledges and Analyses the grievances
4. Seeks a solution through decision-making process
5. Reports the grievances and records how they were redressed.

Procedures of the Grievance and Redressal Cell

The committee shall receive and redress the grievances of the following issues:

- Academic issues pertaining to teaching, learning and evaluation activities.
- Student-teacher, student-student grievances
- Grievances related to library and IT services.
- Grievances related to sports, cultural and other activities.
- Grievances related to behaviour of stakeholders.

1. The grievances shall be redressed depending on the nature of the grievance.
2. The Grievances are invited through suggestion boxes provided in each floor of the building
3. Individual level mentoring and counselling is offered where the matter can be resolved
4. Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty/ principal level.
5. For other grievances that require review shall be redressed by receiving written and signed application.
6. As soon as the application is received the Redressal Committee shall review the complaint and invites both the parties for discussion.
7. The outcome of the discussion is reported to the Principal for further action to be taken.

Redressal of Grievances

The grievances are redressed at the earliest by issuing warning letter, memo and reformation remedies. Priority is given according to the urgency of the complaint. In all cases the aggrieved is informed of the measures taken. Checks in the system are introduced to ensure there is no repetition of the same complaint. All the grievances concerning to women harassment and ragging shall be dealt by the respective committees as per the prescribed procedures.



Principal
Tika Ram College of Education
Sonapat