



## Grievance Redressal Policy

Rajendra Academy for Teachers' Education has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Committee is not empowered to look into matters of harassment and anti-Sexual Harassment Committee look the matter. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the Nodal officer of Grievance Redressal Committee or Principal.

### ***Objective***

The objective of the Grievance Redressal Committee 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 Redressal Committee has been constituted for the Redressal of the problems reported by the Students of the College with the following objectives:

1. Dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
2. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
3. Suggestion / complaint Box have been 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.
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 the Students to refrain from inciting Students against other Students, teachers and College administration
6. Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
7. 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.

### ***Scope***

The Committee deals with Grievances received in writing from the students about any of the following matters:-

1. Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
2. Financial Matters: Related to dues and payments for various items from library, hostels etc.
3. Other Matters : Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport etc.

### ***Functions***

The cases are attended promptly on receipt of written grievances from the students.

The Committee formally meets to review all cases, prepares a statistical reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

### ***Procedure***

1. The setting of the Grievance Redressal Committee for students will be widely published.
2. The students may feel free to put up a grievance in the format attached and drop it in boxes placed at conspicuous locations.
3. The GRC will act upon those cases which have been forwarded along with the necessary documents.
4. The GRC will take up only those matters which have not been solved by the different departments.
5. Grievances related to fees etc will be taken up only if the relevant financial documents like demand drafts etc are attached.

The students can lodge their complaint in Principal Office through the Nodal Officer of Grievance Redressal Committee and receipt copy will be provided to the student by Nodal Officer.

### ***Exclusions:-***

The Grievance Redressal Committee shall not entertain the following issues:

1. Decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the University.
2. Decisions with regard to award of scholarship, fee concessions, medals, etc.
3. Decisions made by the University with regard to disciplinary matters and misconduct.
4. Decisions of the University about admissions in any courses offered by the Institute.
5. Decisions by competent authority on assessment and examination result.

### **Grievance Redressal Committee.**

In order to comply with the NCTE Regulation for addressing, student or Parent's grievance in a Technical Institution, "Grievance Redressal Committee" of Rajendra Academy for Teachers' Education has been constituted with following Staff in different positions to enquire the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the Redressal of the same.

Sl No	Name	Position
1	Prof.(Dr.) B.C.Swain, Principal	Chairperson
2	Mr. Anirudh Kumar, Asst.Prof.,M.Ed	Nodal Officer
3	Dr. Madhumita Baidy, Associate Prof., Med	Member
4	Dr.Anandita Mondal, Asst. B.Ed	Member
5	Mr.Mahadeb Chottopadyaya, Asst. Prof. M.Ed	Member
6	Mr.Soumyakant Bhattachary	Member
7	Mr.Pintu Saini	Member
8	Mr.Parimal Das	Member
9	Mrs. Shampa Pal	Member
10	Mr.Mrutyunjay Deb	Member