



Run by: *New Akanksha Shiksha Samiti*

## **Dr. RADHAKRISHNAN COLLEGE OF EDUCATION**

(Recognised by N.C.T.E., State Govt. & Affiliated to R.D.V.V. Jabalpur)

Patan Road Near NEW RTO Karmeta, Jabalpur (M.P.)-482002

Phone: 0761-2682004, Website: [www.radhakrishnanedu.com](http://www.radhakrishnanedu.com)

Email: [rkce@yahoo.com](mailto:rkce@yahoo.com) / [choubey\\_abhi27@yahoo.in](mailto:choubey_abhi27@yahoo.in)



### **DVV- 5.1.3**

**The institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases such as**

#### **DVV Query**

#### **Samples of grievance submitted offline**

- **Composition of the student grievance redressal committee including sexual harassment and ragging**
- **Institutional guidelines for students' grievance redressal**

#### **Institution response**

**Samples of grievance submitted offline, Composition of the student grievance redressal committee including sexual harassment and ragging And Institutional guidelines for students' grievance redressal enclosed.**

#### **Institutional guideline for Students Grievance redressal**

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 redressal it accordingly.

#### **Objectives: -**

- **To develop an Organizational framework to resolve grievances of the students and other stakeholders.**
- **To ensure effective solution to the stakeholders' grievances with an impartial and fair approach**
- **To investigate the reason of dissatisfaction**
- **To enlighten the students on their duties and responsibilities**

## Functions of the Grievance and Redressal Cell:-

- Provides information about the Cell's objectives and mode of operation through thenotice and physical interaction.
- Informs students for the process of registering their grievances in the Inductionprograms
- Acknowledge and analyzes the grievances
- Seeks a solution through decision making process
- Reports the grievances and records how they were redressed

The procedure made known trough the hand book given to each student at the begning of every academic year and also in the value education classes taken by the charge teachers.

## Procedures

The Grievance and Redressal cell shall receive and redress the grievance of following issues:-

- Academic issues pertaining the teaching, learning and evaluation activities.
- Grievance related to library and IT services
- Grievance related to sports, cultural ethics.
- Grievance related to behavior of stakeholders
- The Grievance shall be redressed depending on the nature of grievance.
- Department level counseling is offered where the better can be resolved  
grievances pertaining to academic and internal evaluation shall be redressed at individual /faculty /principal level.

## Redressal of Grievance

The grievance is 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 sure there is no repetition of the same complaint. All the grievance concerning to ragging shall be dealt by the respective committees for the prescribe procedure

  
PRINCIPAL  
Dr. Radhakrishnan College of  
Education Karmeta, Jabalpur