



The College is committed to provide a congenial, fair and harmonious learning and working environment in the institution for the students. Grievance redressal Cell was set up at NECG for providing Mechanisms for receiving, processing and addressing dissatisfaction expressed, complaints received and other formal requests made by students, staff and other stakeholders in the institutional provisions promised and perceived. Grievance Redressal Cell facilitates resolving grievances in a fair and impartial manner involving the respective Department (which deals with the substantive function connected with the grievance), maintaining necessary confidentiality as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Cell by submitting his/her grievance in writing.

The function of the cell is to look into the complaints and judge on it's merits. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the GRC in person. In case the person is unwilling to appear in person, written grievances can be dropped in the box of the Grievance Cell, provided for the purpose.

**Objectives:**

1. To ensure a fair, impartial and consistent way of redressal of various grievances encountered by the stakeholders.
2. To uphold the dignity of the college by promoting cordial Student-Student relationship, Student-faculty relationship, and relationship among the members of the faculty.
3. To develop a prompt and accountable attitude among the stakeholders, thereby maintaining a congenial atmosphere in the college campus.
4. To ensure that grievances are resolved in a complete confidential manner.
5. To ensure that the views of aggrieved and respondent are respected and that neither party to a grievance is discriminated or victimized.
6. To ensure that the stakeholders respect the rights and dignity of one another

**STANDARD OPERATING PROCEDURE (SOP)**

It is a right way to air a grievance rather than to keep it bottled up. Protection of human rights is essential for all round development of an individual's personality and to realize the primary needs of the students and staff to secure civil liberties for everyone; keeping these in view, a grievance Redressal cell is constituted. The cell is intended to find solutions for problems like sexual harassment, every kind of physical or mental harassment, complaints regarding class room teaching, class room management, incompleteness of syllabus, improper teaching methods, staff grievance etc , as and when they arise. The grievance Redressal cell convenes meetings periodically and takes steps to redress the grievances received.

The Grievances may broadly categorize as under, include the following complaints:

- a. Academic
- b. Non-Academic
- c. Related to performance Assessment
- d. Grievance related to Victimization
- e. Grievance related to Attendance
- f. Grievance related to charging of fees
- g. Grievance related conducting of Examinations
- h. Harassment by colleague students or the members of staff.
- i. Staff complaints regarding various issues related to Students etc.

There will a Grievance Redressal Cell at the Department/Institution/central level to deal with the various grievances of the students and staff.

### **Procedure for Redressal of Grievances:**

An aggrieved student/staff who has the Grievance or Grievances at the Department level shall make an application first to the HOD. The Head of Department after verifying the facts will try to redress the grievance within a reasonable time, If the student/staff is not satisfied with the verdict or solution provided by the HOD, then the same should be placed before the Department level committee.

If the student/staff is not satisfied with the decision of Department level committee, he/she can submit an appeal to the Institute level grievance committee within a week from the date of the receipt of the reply from the Department level committee.

The convener of Institute grievance cell, after verifying the facts and the papers concerned and having discussed within the Convener of the Department committee will place the matter before the Institute level committee which shall either endorse the decision of the Department level committee or shall pass an appropriate order in the best possible manner within a reasonable time.

If the student/staff, is not satisfied with the Redressal offered by the Institute level committee and feel that his/her Grievance is not redressed in a proper manner, he/she can submit an appeal to the central grievance redressal cell within a week from the date of receipt of decision with the relevant details.

While dealing with the appeal, the central level committee will observe law of natural justice and hear the complainant and other concerned people.

While passing an order on any Grievance at central level the relevant provisions of Acts/Regulations should be kept in mind and no such order should be passed in contradiction of the relevant acts or regulations.

The student has to submit the Grievance or appeal to the Institute level committee or central grievance Redressal committee, as the case may be, through the Head of Department and Head of Institution depending on the nature.

### **Follow up and monitoring**

Grievance Redressal Cell shall coordinate and monitor to ensure redressal of grievance within the stipulated time. Depending on the seriousness of grievance the Grievance Redressal Cell has to follow up the appeal regularly till the final disposal, through reminders.

### **Scrutiny**

Grievance Redressal Committee has to make a thorough review of the redressal process. In case the committee feels satisfied with the solution provided by the respective department/individual, then it will intimate the same to the aggrieved student/staff. Once the aggrieved, intimates acceptance of the solution, then the matter is considered closed.

### **Call for hearing**

If the Grievance Redressal Committee is not satisfied with the solution provided by the respective department/individual or upon the aggrieved written request, the committee shall fix a date for hearing, and intimate the same to the respective department/individual as well as the aggrieved via e-mail. If, at the conclusion of the hearing, the committee feels that additional information, testimony is necessary to arrive at a decision, it may request the parties to submit such additional information, as it may find necessary. In such an event, the hearing will remain open until receipt of the requested documents(s).

### **Investigation**

If a solution is not arrived through hearing, then it will take necessary steps to conduct in to an investigation (fair and impartial investigation) of the facts giving rise to the grievance as may determine necessary to reach at a conclusion on the merits of the grievance. Grievance Redressal Committee will have the right to interview witnesses, if, it determines necessary and/or find it helpful to the investigation including those recommended by a party to the grievance.

### **Final decision**

After the hearing or investigation, the Grievance Redressal Committee shall make it's best efforts to work out a solution of the issues involved with the parties named in the grievance application . pass an order indicating the reasons for such decision/order, as it may it deem fit.

### **Communicating the decision**

Upon completion of the proceedings, the Grievance Redressal Committee shall communicate the final decision to both parties through email, which shall be binding on both the parties.

### **Closure of complaint**

The complaint shall be considered as disposed off and closed when:

- a) the aggrieved party has indicated his/her acceptance of the solution; or
- b) In case the aggrieved does not respond within four weeks from the date of receipt of information on the solution

The proceedings concerning each grievance will be recorded in a systematic manner. The information relating to the proceedings shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation.

**FUNCTIONS:**

- The grievances will be attended promptly on receipt of written grievances from the students/ staff
- The cell formally reviews all cases and acts accordingly as per the policy of the management.
- The cell gives report to the authority on the cases attended to and the number of pending cases, if any, requiring direction and guidance from the higher authorities.

**PROCEDURE FOR LODGING COMPLAINT:**

- The students/staff may feel free to submit a grievance in writing/or in the format available and drop it in boxes provided for the purpose.
- The Grievance Cell acts on those cases which are forwarded along with the necessary documents.
- The Grievance Cell will ensure that the grievance is properly redressed in stipulated time limit.

**RESPONSIBILITY FOR REDRESSAL:**

1. The final responsibility for grievance Redressal rests with the principal of the college.
2. The college expects that grievance Redressal is time bound and result oriented. Every grievance is expected to be resolved within a reasonable period.
3. The grievance Redressal cell of the college shall monitor status and progress of Redressal of grievance and submits report on grievance Redressal position to the principal.

**POWERS:**

In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students/staff.

In case the members fail to find out solution then the matter is referred to the director for final decision in the matter.

Considering the nature and gravity of the grievance, inquiry as may be necessary, is carried by the members of the cell and through personal discussion the matter is resolved. If anybody is found to be guilty for any kind of nuisance/misconduct he or she is given punishment as deemed fit by the director. The nature of punishment can be, informing to the police (if situation demands so) and even expelling from the college as per the rule of the institute.

**EXCLUSIONS:**

The grievance Redressal cell shall not entertain the following issues:

- Decisions of the executive council, academic council, board of studies and other administrative or academic committees constituted by the university.
- Decisions with regard to award of scholarship, fee concessions, medals etc;
- Decisions made by the university with regard to disciplinary matters and misconduct.
- Decisions of the university about admissions in any courses offered by the institute.
- Decisions by competent authority on assessment and examination result.

**COMPOSITION:**

- The principal shall determine the composition and tenure of the Grievance Redressal Committee (as two years).
- The committee shall constitute members from teaching section and nonteaching staff. Care is to be taken to select staff members from different streams.
- All grievances referred to the Grievance Redressal committee/Principal/Director shall be entered in a register to be maintained for the purpose by the Professor In-charge of Grievance Redressal cell. The number of grievances, settled or pending to be reported to the Principal once in every month.

**Department Level Grievance Redressal Committee:**

- Convener - Head of the department
- Members - Three faculty members from the department

This committee will deal with the Grievances related to Academic and Administrative matters of the Department.

**Institute Level Grievance Redressal Committee:**

- Convener - Principal
- Co convener - Professor In-charge - Discipline
- Members - Four senior faculty members from different departments

This committee will deal with all the Grievances directly which are related to the common problems at Institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by the student against the decision of the Department level committee.

**Tenure / Duration of the committee:**

- One year