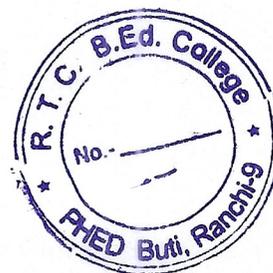




Estd.2008

# R.T.C. B.Ed. COLLEGE

P.H.E.D., BUTI, RANCHI



## GRIEVANCE REDRESSAL POLICY

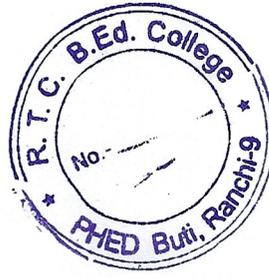
The college has a student's Grievance Redressal Committee for dealing with any sort of grievance that students may encounter. Grievance of students if any are brought to the notice of the Head of the institution and the issues are amicably and promptly solved. The Grievance Redressal Committee is also empowered to look into matters of harassment. Suggestion boxes are kept in the campus in which the students can put their grievances/complaints. The authority will go through the same and tries to solve if possible. Grievance may also be sent through e-mails. The Grievance Redressal cell intends to find solutions for problems like any kind of physical or mental harassments, complaints regarding class teaching, classroom management, completion of syllabus, teaching methods etc. The Grievance Redressal Cell holds periodical meetings and takes steps to redress the grievances.

### **Objective**

- i. 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.
- ii. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- iii. A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the students of the college with objectives.
- iv. 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.
- v. Advising All the Students to refrain from inciting Students against other Students, teachers and College administration.

### **Responsibilities**

The final responsibility for Grievance Redressal rests with Grievance Committee specially constituted under UGC regulations, for resolution of Grievances. The R.T.C. B.Ed. College expects that Grievance Redressal be time bound and result oriented.



## **Procedure**

- i. The setting of the Grievance Redressal Committee for students will be widely published.
- ii. The students may feel free to put up a grievance and drop it in boxes placed at conspicuous locations/administrative blocks.
- iii. Grievance Redressal Committee are holds periodical meetings and takes steps to redressal the grievance.

## **Establishment of a Grievance Redressal Committee**

In order to comply with the UGC Regulation for addressing Student's grievance in the College, "Grievance Redressal Committee" of College has been constituted 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.

Principal  
R.T.C. B.Ed. College  
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