

MAHAJUBILEE TRAINING COLLEGE MULLOORKARA, THRISSUR

GRIEVANCE REDRESSAL CELL

Introduction:

In accordance with the UGC (Grievance Redressal) Regulations 2012, Mahajubilee Training College shall have a mechanism to address grievances of Students and Staff. Accordingly, a policy for grievance redressal of Staff and students have been outlined as under with an aim & objective to redress the grievances of the Students and Staff of MJTC in a just & fair manner

Staff refers to all academic and non-academic staff members. It includes faculty (full time, part time or visiting), teaching assistants, tutors, directors, academic support staff members, full-time or part time employees and full-time consultants who are involved in administrative or nonacademic work.

Definition of Grievance:

A Grievance shall include any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything connected with MJTC that a student or an employee thinks, believes, or feels, is unfair, unjust or inequitable. As regards the grievances of students the grievances are defined in UGC Regulations under clause 2(1) of the Gazette Notification No. 14-4/2012 (CPP-II) dated December 2012.

Objectives:

The objective of the Grievance Cell 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 Cell should be constituted for the redressal of the problems reported by the students/Staff of the Institute with the following objectives:

► Upholding the dignity of the Institute by ensuring strife free atmosphere in the Institute through promoting cordial relationship among students, staff members and inter relationship between students and staff

- Encouraging the Students/Staff to express their grievances/problems freely and frankly. without any fear of being victimized.**
- Advising Students/Staff of the Institute to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.**
- Advising all staff to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.**

Functions:

- The cases will be attended promptly on receipt of written/oral grievances from the students/staff directly or indirectly.**
- The cell formally will review all cases and will prepare statistical reports about the number of cases received.**
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.**

Scope:

The students and staff are the main stakeholders in any institution imparting education, and it's our endeavor to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit in to consideration the institute has decided to provide mechanism to students for redressal of their grievances. The Grievances may broadly include the following:

- **Academic Matters:** Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters, class room activities, labs, industrial visits, guest lectures, placement & training programs.
- **Financial matters:** Related to dues and payments for various items from library, hostels, Transport etc.
- **Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food (Canteen & Hostels), availability of transport, victimization by teachers etc.

Exclusions: The grievances redressal committee 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, modals etc.**
- **Decisions made by the university with regard to disciplinary matters and misconduct.**
- **Decisions of the university about admissions in any course offered by the institute.**
- **Decisions by competent authority on assessment and examination result**
- **Decisions related to Women grievances and ragging.**

Procedure for submitting grievance:

MJTC has adopted following procedures for submitting grievances from students and staff

- a) **Open Door:** General invitations to students staff informally drop in the Concerned Officer's room and talk informally over their grievance. They may even present the grievance through the official contact numbers of the concerned officer(s).
- b) **Drop Boxes:** Students/staff can drop their complaints in the drop box available in the blocks, where all the departments are organized.
- c) **Opinion Surveys:** Through mentor and other feedback schemes, the opinion surveys may be conducted for better understanding.
- d) **E-mails:** Through separate e-mails to HoDs, Deans, Registrar or to an email created for grievances purpose (EMAIL ADDRESS)

Constitution of the Grievance Redressal Committees:

MJTC was constituting two levels of Grievance redressal committees as follows:

- **Departmental Grievance Redressal Committee (DGRC)**
- **Central Grievance Redressal Committee (CGRC)**

Departmental Grievance Redressal Committee (DGRC)

1. A complaint by an aggrieved student/staff relating to a Department, shall be addressed to the Departmental Grievance Redressal Committee (DGRC) to be constituted at the level of the Department, with the following composition, namely:

- a) Head of the Department, by whatever designation known-Convenor**
 - b) One Senior faculty, from the Department to be nominated by the HoD- Member**
 - c) A member of the faculty, well-versed with the mechanism of grievance redressal to be nominated by the HoD/Chairperson-Dept. Coordinator-Member.**
 - d) A representative from among students of the Department to be nominated by the HoD based on academic merit/excellence in sports/performance in co-curricular activities - Special Invitee /Member.**
- 2. The term of the Chairperson, members of the Committee, and the special invitee shall be of two years**
- 3. The quorum for the meeting of DGRC, including the Chairperson, shall be two.**
- 4. Before considering the grievances, the DGRC shall follow principles of natural justice**
- 5. The DGRC shall submit its report with recommendations, if any, to the Head of the institution, with a copy thereof to the aggrieved student, within a period of 07 days from the date of receipt of the complaint.**

Central Grievance Redressal Committee (CGRC)

1. Where a complaint does not relate to any academic Department, grievance not resolved by the department level committee as the case may be, the matter shall be referred to the Central Grievance Redressal Committee (CGRC) to be constituted by the Head of the Institution, with the following composition, namely

(a) Head of the institution -Chairperson

(b) Vice Principal -Convenor

(c) Dean of Academics - Convenor

(d) A senior faculty member, well-versed with the mechanism of grievance redressal to be nominated by the head of the institution-coordinator

(e) Representatives -Staff and students from the departments to be nominated by the HoD-Members

2. The term of the members of the committee shall be of two years

3. The quorum for the meetings of the CGRC, including the Chairperson, shall be three

4. Before considering the grievances, the CGRC shall follow principles of natural justice.

5. The CGRC shall send its report with recommendations, if any, to the head of the Institution, along with a copy thereof to the aggrieved student, within a period of 15 working days from the date of receipt of the grievance.

Mechanism for redressal of Grievances of Students and Staff:

> Suggestion Complaints box is made available in the blocks, which all departments have organized.

> Once/ Twice a week at least the letters dropped in these boxes are collected and forward to the Grievance redressal committee.

- This committee will classify the Grievance submitted into i) Academic ii) Non-Academic. iii) Related to the Assessment iv) Related to the Attendance v) Related to the conduct of Examinations vi) Related to canteen facility vi) Related to Hostel facility viii) Related to transportation facility and ix) Harassment by other student or staff**
- If the Grievance is to be redressed by department itself, it is passed to the department level Grievance Redressal Committee.**
- An aggrieved person shall present his/her grievance verbally or in writing to the concerned HoD.**
- Grievance redressal committee collects the necessary documentation based on the type of Grievance and thoroughly discussed to implement redressing mechanism.**
- Grievance redressal committee decides the action to be taken for the redressal.**
- The HoD is required to furnish the answer within 1 week of the presentation of grievance.**
- If the person is not satisfied with the answer given by Departmental Grievance Redressal Committee (DGRC), he/she can approach the Central Grievance**

Redressal Committee (CGRC) the committee shall give their decision within 15 days of the presentation of the complaint(s)

Note:

- **The decision of the Central Grievance Redressal Committee (CGRC) in such matters shall be final and there shall be no further appeal in the matter.**
- **The committee will recommend appropriate action against complainant(s), if complaints made are found to be baseless or trivial.**
- **Board of Management (BOM) of the Institution may revise the procedure from time to time**