

Students' Grievance Redressal Cell in College

Introduction

The Students' Grievance Redressal Cell in a college is a structured mechanism to address and resolve student grievances fairly and promptly. It ensures transparency, safeguards student rights, and promotes accountability within the institution.

Objectives

1. Provide fair and impartial grievance resolution.
2. Promote transparency and accountability.
3. Protect student rights and ensure respect.
4. Foster a positive academic environment.

Scope of Grievances

The Cell addresses:

1. Academic issues: Admissions, exams, and results.
2. Administrative issues: Hostel, library, and fees.
3. Harassment and discrimination cases.
4. Infrastructure and facility concerns.
5. Behavioral complaints involving staff or peers.

Structure

The Cell includes:

1. Chairperson: Senior faculty or Principal.
2. Faculty Members: Department representatives.
3. Student Representatives: Peer advocates.
4. Administrative Staff: Documentation support.
5. External Experts: For specialized cases.

Functions

1. Receive complaints via multiple channels.

2. Investigate and evaluate grievances.
3. Propose resolutions and monitor implementation.
4. Maintain records for accountability.

Procedure

1. Submit complaints via complaint box, portal, or direct approach.
2. Ensure confidentiality and fairness during investigations.
3. Communicate outcomes and seek feedback.

Importance

1. Empowers students to voice concerns without fear.
2. Promotes accountability and fairness.
3. Builds trust and inclusivity.
4. Enhances the academic atmosphere.

Challenges and Improvements

Challenges include delays, bias, and lack of awareness. Solutions involve awareness campaigns, technology integration, training, and counseling support.

Composition

S.No	Name	Designation
1	Dr.Gilson John CMI	Chairperson
2	Fr.Ebin V Francis	Vice Principal
3	Mr.Vijaya kumar	Faculty Coordinator
4	Ms.Muthamizhselvi	Faculty Coordinator
5	Mr.Chandhan R	III BCA
6	Ms.sahana R	III B.Sc

Email:srgc@christcollegemalur.com

Ph:9535452282