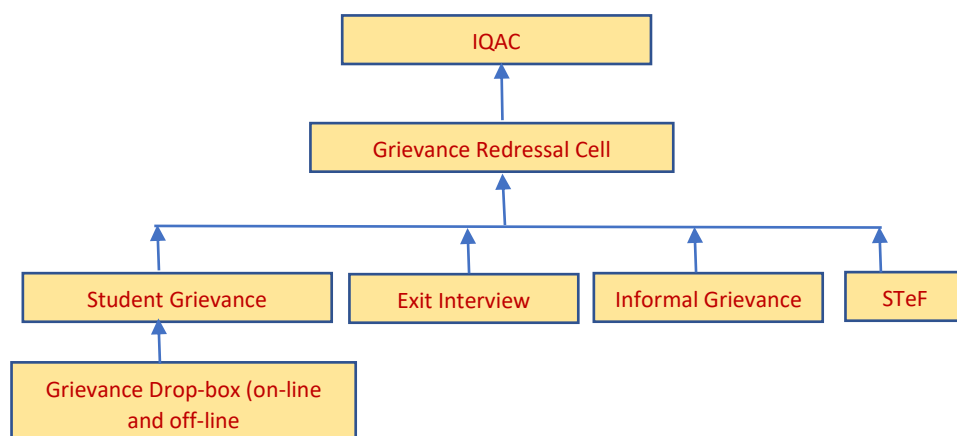


## Grievance Redressal Mechanism

Student support and progression can happen only with healthy student-teacher interaction in an ambience while transacting curricular and extracurricular activities. The institution has over the years from its learned wisdom and experience, evolved various time tested systems for feedback. The following document describes the system and its interconnectedness in continuously supporting student progression.

**Policy:** The college encourages an *Open-door Policy*, wherein any stakeholder- student, parent, teacher or non-teaching staff – may approach any person in authority teachers, mentors, Heads of departments, Vice Principal, Principal and Manager at any point in time. The concerns raised or suggestions provided are taken with openness and viewed as an opportunity for quality enhancement.

**The System:** The grievance redressal system consists of a Grievance Redressal Cell, a Student Level Grievance Committee and a set of feeder systems – Open Houses, Grievance Drop-boxes – on-line and off-line, STeF Reports, Informal Grievances (or recommendations) to mentors/Teachers/HoDs, Exit Evaluation. The following are the various grievance feeder platforms and their operations:



## The Open House

The Open House would be conducted at least once a semester or more (interim, as or when deemed fit); there is one held compulsorily at the end of Sem-1, 2, and 3 semester. Steps followed:

1. students are expected to run through all the activities – curricular, co-curricular and extracurricular and asked to write down individually reflections and suggestions for improvement.
2. students are then divided into groups of 5-8 members, in which they share and discuss, while a rapporteur in the group makes note of the discussions.
3. a full quorum is convened, wherein the rapporteurs present the summary and any specifics necessary of the discussions, to the entire class and the teachers, without any mention of the names of the persons sharing. The teachers are expected to listen without an open mind restraining from counter-arguments. The Head/assigned teachers provides a summary and ends the meeting with a positive response assuring of a reply within 48hrs.

4. once the Open House is over, the teachers convene a Staff Meeting (within) and reflect on the suggestions/grievances and compile their responses on what can be modified; if nothing can be done a proper rationale/explanation is drafted. Any further matters unresolved or that cannot be handled at the departmental level may be escalated to the Core Grievance Committee.

## **STeF**

The Student-Teacher Evaluation Form provides a barometer on various institutional aspects – curricular and extracurricular. Any matter generated from the qualitative aspects in the STeF may be taken as a recommendation/grievance.

## **Grievance Boxes**

Three grievance boxes (with instructions name, date and matter – curricular, extracurricular or general matters) will be installed outside the library, the Canteen and the Ladies Hostel. The contents will be reviewed by the Student Grievance Committee.

## **Exit Interview**

All departments are required to convene an exit interview in parallel with the final viva voce, headed by an independent person or a person from another department who understands the context and pedagogy. The matters raised besides the reflections regarding campus life may be noted down. The department staff will be open to the feedback. This will be in addition to the exit evaluation forms administered.

## **Exit Evaluation Forms**

(existing Forms)

## **Informal Grievance**

Any informal matter raised is an indicator of a possible grievance. The Mentor/Teacher/Head is required to encourage the aggrieved to provide in writing the grievance so that it may be taken up with the Core Grievance Committee. The same may be obtained in writing with a proper date and time.

## **Student Grievance Committee**

In order to ensure ownership and student participation, there would be a student grievance committee, that would review the contents obtained from the Grievance Boxes. The Student Grievance Committee will consist of a Teacher (preferably a Lady Teacher in-charge) and 4 students, two of whom would be girls. The matters may be heard and discussed and if not resolved handed over to the Core Grievance Committee.

## **Grievance Redressal Cell**

The Grievance Committee is headed by the *Chief Information Officer*, the *HoDs* (at least two of which must be lady teachers), students representing each department (at least three must be ladies) and college union lady representative. The Committee will meet at least once a month, or as and when the need arises to consider the matters brought to its notice and attend/adjudicate/intervene with the same within 48hrs of convening the meeting. Any matter that requires further moderation may be referred to the IQAC. The appellate authority would be the Principal (for academics) / Manager (non-academic/policy matters).