

**CHRISTIAN COLLEGE OF ENGINEERING & TECHNOLOGY,
Kailash Nagar, Bhilai**

GRIEVANCE REDRESSAL POLICY

Policy Statement

Grievance Redressal policy has been formed in order to quicken the redressed of grievances. The policy aims to resolve the grievances of the students and staff within the framework of the college guidelines, so as to ensure the highest standards of integrity and transparency among the staffs and students and a proactive work culture.

Objectives

- To develop a protocol to resolve grievances of students and staff
- To provide the Students and staff access to immediate way out to have their Grievances redressed
- To make the Students and staff aware of their duties and responsibilities
- To constitute a Grievance Redressal cell to oversee the execution of the Grievance Redressal Policy

Roles and Responsibility

Grievances would only mean a grievance relating to any staff member or student arising out of the implementation of policies/ rules or decisions of the Organization. It includes matters relating to leave, examinations, internal assessments, increment, work-arrangements, non-extension of benefits under rules, interpretation of Service Rules, etc. of an individual nature.

- **Staff Grievance Redressal Cell** : This cell constituted with three senior professors selected in rotation basis. Committee will be appointed by the Principal with concurrence from the Management.
- **Students Grievance Redressal Cell (SGRC)** addresses the grievances of the students which include leave, examinations, internal assessment and so on.
The Executive Vice Chairman is the Chairman, other members nominated in rotation basis. Committee appointed by the Principal with concurrence from the Management.
- **Women's Grievance Redressal Cell (WGRC)** address grievance regarding Sexual Harassment contemplated under Sexual Harassment of Women at workplaces (prevention, provision and Redressal Act, 2013).

Committee is constituted as per the directions of the govt. The term of office of the committee is 2 years on rotation basis. Committee appointed by the Principal with concurrence from the Management.

Handling of Grievances

Subject to the above provisions, individual grievance of Staff Members and Students is processed and dealt with in the following manner:

- An aggrieved Staff Member or student shall take up his grievance(s) orally with his

