**Students' Grievance Redressal Cell**

The College has a Students' Grievance Redressal Committee, addresses genuine concerns and complaints of students whatever be the nature of the problem.

The functions of the Committee are to look into the complaints lodged by any student, and judge its merit.

Anyone with a genuine grievance may approach directly in person to the Chairman / Principal or the Grievance Redressal Committee members .

They may also approach the members of the cell or any of their other teachers as per their comfort and convenience.

In case the person is unwilling to appear in self, grievances may be sent in writing.

Grievances may also be sent through e-mail to **sgrc@ccetbhilai.ac.in**

* **Objective:-**
* To develop a responsive and accountable attitude among all the stakeholders
* To maintain a harmonious educational atmosphere in the whole campus.
* To uphold the ethos of the founding society's vision and mission towards education.

A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

* Upholding the dignity of the College by ensuring trouble free atmosphere in the College through promoting cordial Student-Student relationship and Student -teacher relationship etc.
* Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
* To investigate the cause of grievances and to ensure effectual solution depending upon the gravity of the grievances.
* Students are encouraged to use the suggestion boxes placed on different sections of the campus to put in writing their grievances and to express their constructive suggestions for improving the Academics / Administration in the College.
* Advising Students of the College to respect the right and dignity of one another and show utmost self-discipline and patience whenever any occasion of rift arises.
* Advising All the Students to refrain from inciting Students against other Students, teachers and College administration
* Advising all staffs to be affectionate to the Students and not behave in a hurtful manner towards any of them for any reason.
* Ragging in any form is strictly prohibited in and outside the institution.
* Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal/ Executive Vice Chairman.
* **Scope:-**
* The Committee deals with Grievances received in writing from the students about any of the following matters:-
* **Academic Matters:** Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
* **Financial Matters:** Related to dues and payments for various items from library, hostels etc,
* Other Matters : Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport etc,.
* Any other related work arising in the college to be resolved.
* **Functions:-**
* The cases are attended promptly on receipt of written grievances from the students.
* The Committee formally meets to review all cases, prepares a statistical reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.
* **Exclusions:-**
* The Grievance 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, medals, etc.
* Decisions made by the University with regard to disciplinary matters and misconduct.
* Decisions of the University about admissions in any courses offered by the Institute.
* Decisions by competent authority on assessment and examination result.

* **Grievance Redressal Committee:-**
* The Student, who are willing to launch any complaints, shall send their representation for redressal of their grievance to the following Grievances Redressal Committee.
* Henceforth, all aggrieved parents and the stockholders may approach to the Grievance Redressal Committee.

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