

RSD ACADEMY
(Ram Ganga Vihar Phase II, Moradabad 244001)

GRIEVANCE/ STUDENT REDRESSAL CELL

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In order to promote a responsive and conducive academic environment on the campus, each College Teaching Department shall establish a Student's "Grievance Redressal Cell". The 'Cell' shall provide a friendly mechanism to the students to report their grievances and the faster disposal of the same. It shall also provide a platform to the students to come forward with constructive suggestions for more efficient and effective Teaching-learning atmosphere.

Further, The College has established a Students Help Desk at the Administrative Block to listen all their queries or resolving a difficulty. The 'Help Desk' shall also advise the students about the procedure involved in the matter. It may also facilitate in resolving any grievance of a student remaining unattended at the college/Department level.

[NOTE: The term "Grievance" refers to a difficulty, problem or a feeling of discontent at individual student level due to an act/omission of the college/department]

1. OBJECTIVES-

i. Student's Help Desk

- To guide a student about the procedure and officers/offices to be approached to address any query/grievance related to an academic or administrative matter.
- To co-ordinate with College/Department /Section/Division of the college in resolving the students grievances.

II. **Students Grievance Redressal Cell**

- Providing a free and fair environment to students so that they can express their difficulties/problems without any apprehension.
- To ensure early and effective solution to a student's problem and provide/suggest ways and means so that such an issue does not arise in future'
- Counselling the students to maintain dignity and decorum and to exercise restraint and patience as per demand of the situation'
- Ensuring friendly environment in the college/department by promoting cordial student-student and student-staff relations.
- Training the staff to be more responsive, courteous and service oriented.

2. CONSTITUTION OF THE STUDENTS GRIEVANCE REDRESSAL CELL-

a) For Colleges-

- i. Principal : Chairman
- ii. One senior most professor : Member
- iii. One senior most female faculty : Member
- iv. Registrar /Asstt. Professor/ Administrator officer : Member
Secretary

b) For Independent Teaching Departments-

- i. Head of the department : Chairmen
- ii. Senior most professor :
Member
- iii. One senior most female faculty :Member
Secretary

3. SCOPE-

The students Grievance Redressal Cell shall strives to resolve all types of grievance of routine nature raised by the students of the college/department except those mentioned in the exclusion clause or the ones that infringe upon the working of any other Authority.....

As such, the 'cell' shall deal with the following types of grievance/suggestions

(The list only indicative in nature)

- i. **Academic:** Identity card, Mark sheet , Duplicate Marks Sheet, Migration certificate, Enrolment number, Degree certificate, character certificate, Internal assessment, Attendance, Laboratory, workshop
- ii. **Financial:** Fee/Dues, Fine
- iii. **Administrative:** Discipline, Transport, Security and Information Query
- iv. **Hostel:** Accommodation, Services, Hygiene, Cleanliness, Food

Procedure for lodging complaint:

1. Any type of grievance that the student, teaching staff member or non-teaching staff member might have pertaining to the others students, management staff, infrastructure etc. must first be discussed with the concern person as far as possible; the problem should be resolved at this level.
2. Matters that are not resolved at the class room level or lower level must be brought to the notice of the grievance cell.
3. The grievance must be stated in writing.
4. It must be forwarded to the coordinator of the grievance cell through the class representative or any other staff member.

5. The grievance cell member will meet at least 3 times in a year, however urgency of the situation, short meetings could be railed for.
6. The Grievance committee can invite the student counsellor or any other staff members to join the meetings, depending on the nature of grievance.

The Grievance committee will meet and discuss the matter. The decision of the committee will be communicated to the Principal and the concern parties, through the coordinator of the cell.

The details of the Grievance Committee Cell are as follows..

Coordinator	Dr Mayank Sharma	9411432581
Members	Dr Anil Kumar	9412429336
Members	Mr. Mukul Saxena	9045240567
Members	Mrs. Neelu Tyagi	9410429768