

# **Grievance Redressal Cell (GRC)**

## **PRATIK COLLEGE OF EDUCATION**

The institution is committed to providing a safe and congenial learning atmosphere for the students. The Grievance Redressal Cell facilitates the resolution of grievances in a fair and unbiased manner, maintaining necessary confidentiality as the case may be. Any student with a genuine grievance can submit her grievance in writing or fill up the online grievance submission form available in the college website.

### **Objectives of the Grievance Redressal Cell**

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the students
- To promote cordial and harmonious relationships between the different stakeholders
- To encourage students to express their concerns freely and openly without the fear of being victimized
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality

### **Grievance Redressal Mechanism at the Institution Level**

1. In accordance with the provisions of UCG, a Student Grievance Redressal Cell is constituted at the commencement of every academic year. The Student Grievance Redressal Cell probes into student grievances and tries to resolve the issues in a time bound and confidential manner. It aims to redress grievances at individual and class level and also grievances of common interest.
2. A complaint/ suggestion box has been set up outside the college office where students can deposit their complaint or grievance letters offline. The Cell Convenor checks the complaint box regularly so as to ensure that any grievances brought forward are redressed as early as possible.
3. Students can also address or raise their concerns online through the link provided in the college website for submitting their grievances. The Cell Convenor periodically checks if any grievances are submitted.
4. As soon as grievances are received through online or offline channels, a meeting of the Cell is convened, grievances discussed and remedial actions taken in a time bound manner.



**The Grievance Redressal Cell (GRC) for the academic year 2024-2026 in constituent with the following members.**

Sl.no	Name of the faculty	Designation	Level of participation
1.	Dr RANJAN KUMAR SHARMA	Principal	Chairperson
2.	SUNIL KUMAR RAY	Assistant Professor	Convenor
3.	DILIP KUMAR	Assistant Professor	Member
4.	CHHOTE LAL KUSHWAHA	Lecturer	Member

