

# **POLICY DOCUMENTS 2021-22**

## **PATTAMUNDAI COLLEGE, PATTAMUNDAI**

### **Grievance Redressal Cell/ Discipline Committee**

#### **Grievances and Redressal Mechanism**

The Grievance and Redressal Cell desires to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by anyone with regard to the activities of the Institution, and in particular, those made by students. The Cell ensures effective solution to the grievances, using a fair approach. The Grievance and Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College. The cell meets periodically, examines the nature and pattern of the grievances and redresses it accordingly.

#### **Objectives**

1. To develop an organizational framework to resolve grievances of the students and other stakeholders.
2. To ensure effective solution to the stakeholders' grievances with an impartial and fair approach

#### **Grievance and Redressal Cell Composition**

Principal

Administrative Bursar

Grievance and Redressal Head

Member

Member

Non-teaching Staff Member

Students

#### **Functions of the Grievance and Redressal Cell**

1. Provides information about the Cell's objectives and mode of operation through the website and handbook.
2. To investigate the reason of dissatisfaction.
3. To enlighten the students on their duties and responsibilities.
4. Informs students of the process for registering of grievances in the Induction Programs.
5. Acknowledges and analyses the grievances.
6. Seeks a solution through decision-making process
7. Reports the grievances and records how they were redressed.
8. The procedures made known through the Hand-book, given to each student at the

9. beginning of every academic year, and also in the Value Education classes taken by the Class-in Charge teachers.

### **Procedures**

The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:

1. Academic issues pertaining to teaching, learning and evaluation activities.
2. Student-teacher, student-student grievances
3. Grievances related to library, canteen and IT services.
4. Grievances related to sports, cultural
5. Grievances related to behaviour of stakeholders
6. The grievances shall be redressed depending on the nature of the grievance.
7. The Grievances are invited through suggestion boxes provided in each floor of the building.
8. Department level counselling is offered where the matter can be resolved
9. Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ principal level.
10. For other grievances that require review shall be redressed by receiving written and signed application.
11. As soon as the application is received the Redressal Committee shall review the complaint and invites both the parties for discussion. The outcome of the discussion is reported to the Principal for further action to be taken.

### **Redressal of Grievances**

1. The grievances are redressed at the earliest by issuing warning letter, memo and reformation remedies. Priority is given according to the urgency of the complaint. In all cases the aggrieved is informed of the measures taken. Checks in the system are introduced to ensure there is no repetition of the same complaint.
2. All the grievances concerning to women harassment and ragging shall be dealt by the respective committees as per the prescribed procedure Pattamundai College is committed in providing a safe, fair and harmonious learning and work environment. Grievance Redressal Cell in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) in July 2014 and reconstituted on July 2019 to probe into stakeholders grievances.
3. Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner involving the respective College/Dept./Office (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. Any stake holder with a genuine grievance may approach Grievance Redressal Cell to submit his/her grievance in writing or send through e-mail on pattamundaicollege@gmail.com.

### **DEFINITIONS**

#### **Grievance:**

1. A grievance is a formal complaint that is raised by any stakeholder towards any discomfort within the workplace. There are many reasons as to why a grievance can be raised, and also, many ways to go about dealing with such a scenario. It includes any kind of

dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with institution that a student or parent or staff member thinks, believes, or even feels, is unfair, unjust or inequitable.

**Grievant:**

1. Grievant means stakeholder i.e., a student, parent, staff member, alumni, public or group of students or parents or staff members submitting the grievance.

**Functions of the Committee**

To provide with proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized; To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process. To analyse the merits of grievances and conduct formal hearings and investigation as the case may be to protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines; to obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues involved with the parties named in the grievance application; to ensure speedy disposal of every grievance application - within a maximum period of one month of the receipt of application;

**Procedure for filing the formal complaint/grievance**

1. Any stakeholder may lodge a complaint.
2. Complaint should be made to Grievance Redressal Committee.
3. Complaint may be oral, by email or in writing. If the complaint is oral, it will be converted into a written form by the GRC member who received the complaint and authenticated by the complainant under his / her signature as soon as possible.
4. Upon receipt of complaint by any member of GRC, the member should forward it to GRC.
- 5.3 Procedure for filing a complaint / grievance without revealing identity, If the complainant would not like to reveal his/her name for any grievance, they can drop the grievance(s) in the drop box placed outside the Library or through mail.

**Process for addressing the Grievance**

1. Upon receipt of complaint, the Chairperson of the Committee will send a response to the complainant acknowledging the receipt of grievance immediately.
2. At this stage, based on the nature of the complaint and severity of its possible impact, the Chairperson may take one of the two options to proceed on addressing the concerns while keeping the Chairperson, GRC copied in all communication:

1.. **Option 1** - which can be exercised on matters that could be more routine operation:

I. The Chairperson of the Committee may address the issue directly with the help of the concerned department.

II. In this case, it is important that the complainant is apprised of the actions taken or the

work-in-progress in a timely manner.

III. Once the matter has been resolved the Chairperson will send a final update to the complainant on the matter.

2. **Option 2** which can be exercised in matters of very serious concern, in consultation with the

Chairperson:

I. The Chairperson may also call for a meeting of the GRC. The quorum for the meeting is 5

(Five).

II. The Committee, as required, may also call for a deposition by the complainant and the person/representatives from the department against which the complaint has been made.

III. Final decision of the GRC has to be communicated to the student within 15 days of the receipt of the complaint.

IV. The Chairperson of the Committee will communicate the decisions to the concerned parties/departments via email and a copy of the case and decision will be sent to the management.

3. The Head of the cell will maintain an updated record of all complaints, actions taken and closure status.

4. In case the complaint has been made against a member of the GRC or a member of the Appeal Committee for GRC, the concerned member will be barred from participating in any proceedings till the case have been closed.

#### **FORMAL REGISTRATION:**

Any grievant with a genuine grievance will submit his/her Grievance along with necessary documents, if any, through any of the following modes: Sending via e-mail Submitting a signed hard copy of the grievance complaint in person to the Officer- In-Charge of Grievance Redressal Cell

#### **FORWARDING:**

Upon receipt of grievance the Grievance Redressal Cell shall categorise, analyse the merits of the grievance, and forward the grievance to the respective department/office/individual (dealing with the substantive function linked with the grievance) requesting them to enquire into the grievance and redress within such period as may be specified, not exceeding 7 days from the receipt of grievance complaint.

#### **FOLLOW UP & MONITORING:**

Grievance Redressal Cell shall coordinate, monitor and ensure redressal within the stipulated time. Depending upon the seriousness of grievance the Grievance Redressal Cell will follow them up regularly till their final disposal by way of reminders.

**SCRUTINY:**

Grievance Redressal Committee will make a thorough review of the redressal process. In case the committee feels satisfied with the resolution provided by the respective department /office /individual, then it will intimate the same to the grievant via e-mail. Once the grievant indicates acceptance of the resolution at this level, then the matter is deemed closed.

**CALL FOR HEARING:**

If the Grievance Redressal Committee is not satisfied with the resolution provided by the respective department/office/individual or upon the grievant's written request, the committee shall fix a date for hearing, and intimate the same to the respective department/office/individual as well as the grievant via e-mail. If, at the conclusion of the hearing, the committee feels that additional information, testimony is necessary to make a decision, it may request that the parties submit such additional information. In this event, the hearing will remain open until receipt of the requested documents(s).

**INVESTIGATION:**

If a resolution is not achieved through hearing, then it will take necessary steps to conduct an investigation (fair and impartial investigation) of the facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the grievance application. Grievance Redressal Committee will have the right to interview witnesses, if, it determines necessary and/or helpful to the investigation including those recommended by a party to the grievance.

**FINAL DECISION:**

After the hearing or investigation the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as may be deemed fit.

**COMMUNICATING THE DECISION:**

Upon completion of proceedings, the Grievance Redressal Committee shall communicate the final decision to both parties via be binding on both the parties.

**CLOSURE OF COMPLAINT:**

The complaint shall be considered as disposed off and closed when:

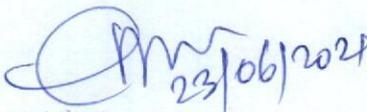
- A. the grievant has indicated acceptance of there solution;
- B. the grievant has not responded within four weeks from the date of receipt of information on

**Resolution :**

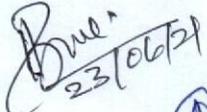
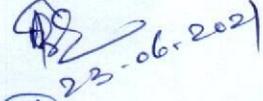
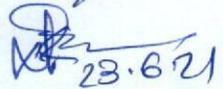
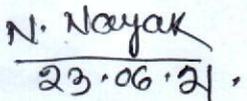
The proceeding concerning each grievance will be recorded in a systematic manner. The information relating to the proceedings shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation.

**FEEDBACK:**

Grievance Redressal Cell will collect formal feedback from relevant stakeholders (students, parents, staff, etc.) from time to time; especially from the parties involved, on account for reviewing and improving the grievance handling and redressal process.

  
23/06/2021  
IQAC Co-ordinator  
Pattamundai College

  
Principal  
Pattamundai College  
Principal  
Pattamundai College

1. DR P. ROUT, READER IN ODIA   
23/06/21
2. DR A. K. DASH, READER IN BOTANY   
23-06-2021
3. DR N. K. SAHOO, LECT IN MATH   
23.6.21
4. SMT N. NAYAK, LECT IN EDU   
23.06.21.