

GRIEVANCE REDRESSAL MECHANISM FOR FACULTY/STAFF & STUDENTS

We value our human resources as an asset and therefore feel responsible towards their all-round needs by taking care of their emotional well-being. We believe in “nip the problem in bud”. We do not have any formal procedure on the subject. However, the prevalent practice is informal, and positive result-oriented. Any student or faculty/staff member who has grievance of any nature, i.e personal, social, emotional, physical, academic or official, is free to approach the immediate senior person with the problem. This senior person can be the Lecturer or Head of the Department who gives a patient hearing to the aggrieved person and offers remedial measures. By and large, most of the grievances are redressed at the Departmental level by the respective Head of the Department. In rare cases where the aggrieved person is not satisfied, he/she is free to approach the Principal who, in turn, goes into the root of the problem and examines the remedial measures, along with reasons for its failure, offered and implemented by the Departmental Head. It has been our experience that grievances reaching the Principal are redressed through counselling. Rare amongst the rare cases, where the aggrieved person feels dissatisfied is free to approach the Managing Director.

In case of resident students, Caretaker takes care of grievances of minor nature. Grievances of the resident students beyond the control of Caretaker are referred to the Warden who offers and implements remedial measures. The aggrieved resident student, if not satisfied with the remedial measures offered by the Warden, are free to approach their Head of the Department or the Administrative Officer in case of Boys and the Coordinator in case of girls. By and large, grievances of resident students are redressed amicably either by the Warden/Head of the Department or Administrative Officer/Coordinator; failing which the dissatisfied aggrieved resident student is free to approach the Principal and thereafter the Managing Director.