

Grievance Redressal cell

2024-2025

A Grievance Redressal Cell is a mechanism established by our institution to receive, investigate, and redress grievances or complaints from stakeholders, including student, teachers and non teaching staff

Objectives of a Grievance Redressal Cell:

1. Provide a platform for grievance redressal: The cell provides a platform for stakeholders to lodge their grievances or complaints.
2. Ensure prompt and fair redressal: The cell ensures that grievances are investigated promptly and fairly, and that stakeholders receive a timely response.
3. Improve organizational accountability: The cell helps to improve organizational accountability by ensuring that grievances are taken seriously and addressed promptly.

Functions of a Grievance Redressal Cell:

1. Receiving grievances: The cell receives grievances or complaints from stakeholders through various channels, such as email, phone, or in-person.
2. Investigating grievances: The cell investigates grievances promptly and fairly, gathering relevant information and evidence.
3. Providing redressal: The cell provides a timely and fair response to stakeholders, resolving their grievances or complaints.
4. Maintaining records: The cell maintains records of grievances received, investigated, and resolved.

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Convenor.