

## Policy on Redressal Cell

### Objectives:

- To clarify the nature of the grievance.
- To enable the students as well as employee to overcome their grievance.
- To obtain a speedy resolution to the problem.
- To build an organizational climate based on openness and trust.
- To respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of right arises.

### Our policies:

- On receipt of written grievances from students the cases will be attended.
- The co-ordinator of the Cell will review the cases and will act accordingly.
- Then the case will be reported to the higher authority.
- Any student wants to initiate a grievance may in the first instance bring the issue to the notice of the attend of the respective department who will try to resolve it withing 7 working days of the receipt of the grievance.
- If the grievant is dissatisfied, then she is free to represent her grievances to the Institute Grievance Redress Cell
- Grievance Redressal Cell coordinate monitors and ensures redressal with stipulated time.
- Grievance Redressal co-ordinator will make a through review of redressal process.
- If the committee feels satisfied with the resolution provided by the respective department, then it will intimate the same to the grievaat.
- Grievance Redressal Cell will have the right to interview the witnesses it is required.
- The Grievance Redressal Cell will use its best efforts.
- After the completion of proceeding the Grievance Redressal Cell will communicate the decision to both the parties, which shall be binding on both.
- The complaint will be considered as disposed off and closed when the grievant will indicate the acceptance of resolution
- The proceeding concerning each grievance will be recorded in a systematic manner.
- The information related to the proceedings will be treated as confidential.