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Student Grievance Redressal Cell

The grievance redressal system is a vital part of any administration. It is the responsibility of the college administration to provide a secure and contented environment to all its students. As per the guidelines of the UGC (Redressal of Grievances of Students) Regulations 2023, Chaitanya College of Management & Technology has constituted a student Grievance redressal cell (SGRC), to attempt to address the genuine problems and complaints of students in the institution. The Grievance cell is also empowered to look into the matters of harassment and ragging. Students may approach the cell to raise voice their grievances regarding academic and administrative matters, amenities, and other services.

The Grievance Redressal Cell is aimed at promoting and maintaining a conducive and harmonious educational environment among the students. Anyone with a genuine grievance may approach the coordinators directly. In case the person is unwilling to appear in person, the grievance may be dropped in writing in the grievance box or may be sent through email. The cell will formally review all the cases and ensure that the grievance has been properly solved in the stipulated time. Immediate actions will be taken for complaints of alleged discrimination of students or any other type of harassment and victimization of a student if found genuine.



Objectives of the cell

The major objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders to maintain a harmonious education atmosphere in the college. This aims:-

1. To help the students lodge their complaints and solve their problems related to academic, resources, and personal grievances freely without any fear.
2. To ensure an effective solution to the student's grievance with an impartial and fair practice.
3. To prevent non-transparent or unfair practices.
4. Advising students of the college to respect the rights and dignity of one another and show utmost restraint and whenever any occasion of the rift.

Mechanism of the cell:

Step 1: Receiving Letter in SGRC Box:

The complaint Box has been installed in the college. Students can put their grievances in writing on the issues related to academics, infrastructure, examination, office, and administration.

Step 2: Unboxing the letter by Grievance coordinators: Every Saturday the SGRC box will be unboxed by the coordinators.

Step 3: Analysis and Argumentation of the Issues: After receiving the Grievances, they will be analyzed by the coordinators and passed on to the management or concerned departments for redressal.

Step 4: Redressal of the Issues: Students Grievance redressal cell insures that grievances are resolved by the concerned department or management within a span of the prescribed time.

Step 5: Follow up : To make a follow up of the related matters till their final disposal.

Composition of Student Grievance Redressal cell

Sl No.	Name	Designation	Position	Contact No./ Email Id.
1	Rohan Raj Bhartiya	Director	Director	9931858185, captainrohanraj@ gmail.com
2	Amit Prakash Singh	Academic Head	Convener	7979781897
3	Kiran Pratap	HR cum Admin	Member	7654584408
4	Ashfi Khan	Counsellor	Member	9939333672
5	Ranjit Kumar Sah	Account Officer	Member	7050197799