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MAHARSHI PARAMHANSH COLLEGE OF EDUCATION

Recognized by NCTE for D.El.Ed. & B.Ed. Affiliated to JAC & VBU, Haz.

NAAC ACCREDITED – B

Mechanism of Grievance Redressal Cell

Maharshi Paramhansh College of Education has Grievance Redressal Cell for dealing with any sort of grievance that the students and staff may encounter, Grievances of students, if any, brought to the notice of the Head of the institution, and the issues are amicably and promptly solved. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the members in person, or in consultation with the officer in-charge Students' Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the suggestion box of the College.

The Grievances may broadly include the following complaints of the aggrieved students.

Academic

Protection of human rights is essential for the all-around development of an individual's personality to realize the primary needs of the students and staff and secure civil liberties for everybody. The cell is intended to find solutions for problems like sexual harassment-any kind of physical or mental harassment, complaints regarding class room teaching-class room management, completion of syllabus, teaching methods etc., if and when they arise. The Grievance Redressal Cell convenes meetings periodically, records minutes and takes steps to redress the grievance.

Anti Ragging and Sexual Harassment Cell specially formed to redress the grievance regarding Sexual harassment and ragging. In charges of under these cells take care of this matter.

Objective:-

A Grievance Cell is constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- ❖ Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- ❖ Grievance Redressal form is available in website and Suggestion / complaint Box is installed near the reception area in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.

Principal

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- ❖ Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- ❖ Advising all staff to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.
- ❖ To create awareness of availability of members for students and faculties to report grievances.
- ❖ To investigate the cause of grievances.
- ❖ To ensure effectual solution depending upon the problem
- ❖ Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

Procedure for lodging complaint:

- The students may feel free to put up a grievance in Grievance Redressal cell form which is available online through college E-mail id or drop in suggestion box.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

COMPOSITION OF GRIEVANCE REDRESSAL CELL

- The Grievance Redressal Cell of the institute having provision of teaching, non-teaching staff has its members and Principal as the Co-Ordinator.
- The cell is having the provision of being reconstituted every year if situation arises for so by the Principal himself along with suggestions sought from the in charge administrative body.
- Anti Ragging and Sexual Harassment Cell is also formed to redress the grievance regarding sexual harassment and ragging.
- All Grievances referred to the Grievance Redressal committee/principal shall be maintain a record in file of Grievance Redressal Committee. The number of grievances settled or pending will be reported to the Principal.

The institution aims at solving the Grievances of the students within stipulated academic and non-academic matter within the campus through the online and Grievance/ suggestion box.

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Report on Orientation Programme of Grievance Redressal Mechanism

Maharshi Paramhansh College of Education organized an Orientation programme for Grievance Redressal awareness to new enrolled B.Ed. trainees (2023- 25) on 11.09.2023. Members of this committee were Dr. G. R. Chauriya (Principal/Chairperson), Mr. Arvind Kumar Mahto (Coordinator), Maximum participants attended this programme. The purpose of this orientation Programme was to aware students about the guidelines and procedure of how to submit online and offline grievances. Program started with (Saraswati vandana) as a prayer to almighty for the prosperity of the institution, after vandana welcome address was given by Mr. Arvind Kumar Mahto(Coordinator).

The Principal of Maharshi Paramhansh College of Education, he in his address emphasized on the need of Grievance Redressal committee.

Members of this Grievance Redressal committee informed about all the members of this committee, Objectives and procedure of this committee. Anyone with a genuine grievance may approach to grievance cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the suggestion box with self-attested xerox copy of valid ID proof and college Identity card of the Grievance Cell and Grievance Redressal Form is also available in website and ensured the students that their grievance will remain confidential and they can meet the in charges of different cell to whom they referred by Grievance Redressal Committee and also ensured them that their grievance will be resolved as soon as possible.

Anti-Ragging and Sexual Harassment Cell is also part of Grievance Redressal Cell. Dr. G. R. Chauriya (Principal cum chairperson of Grievance redressal cell) Mr. Arvind Kumar Mahto (Coordinator) and Mrs. Chanchala Kumari (Coordinator of Anti Ragging and Sexual Harassment Cell) also informed students about the Anti-Ragging and Sexual Harassment cell.

Mr. Arvind Kumar Mahto (Coordinator of Grievance Redressal Cell) was also introduced students about various Personal and career counselling services. In the last vote of thanks was done by the Principal Dr. G. R. Chauriya and Programme was ended with National Anthem.


Principal
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