



# **MCTE PATNA**

**Mundeshwari College for Teacher Education**

Sarari-Usri Road, Khagaul, Patna

*Affiliated to Aryabhata Knowledge University, Patna*

## **5.1.3**

**Description:** Institutional guidelines for students' grievance redressal.

### **5.1.3 The institution has a transparent mechanism for timely redressal of student grievance including sexual harassment and ragging cases such as.**

#### **5.1.3 (1) Institutional Guidelines for Students' Grievance Redressal:**

The Grievance and Redressal Cell wants to keep its stakeholders in a welcoming and impartial atmosphere. It responds to complaints and grievances filed by anybody regarding the institution's operations, especially those from students. The Cell makes sure that complaints are resolved fairly and effectively. By starting and carrying out the grievance procedure in line with the College's policies and procedures, the Grievance and Redressal Cell gives students a way to voice their complaints. The cell convenes on a regular basis, looks into the complaints' inherent patterns, and takes appropriate action.

#### **Objectives –**

1. To provide an institutional structure for resolving student and stakeholder complaints.
2. To provide a fair and unbiased resolution to the complaints of the parties involved
3. To look into the cause of the unhappiness.
4. To teach the pupils about their roles and obligations.

#### **Functions of the Grievance and Redressal Cell**

1. Uses the website and guidebook to provide information about the goals and methods of operation of the Cell.
2. Explains to pupils how to file complaints through the Induction Programs.
3. Examines and acknowledges the complaints.
4. Uses the decision-making process to find a solution
5. Documents the complaints and the steps taken to address them.
6. The protocols explained in the Handbook, which is distributed to every student at the start of each school year, as well as in the Value Education courses that the instructors in charge of the class attend.

## **Procedures:**

The following issues will be received and resolved by the Grievance and Redressal Cell:

- Intellectual matters concerning instruction, learning, and assessment.
- Grievances from students to teachers and other students
- Complaints about IT and library services. complaints pertaining to sports and culture
- Complaints about the actions of stakeholders

1. The issues will be addressed in accordance with their specific nature. Each floor of the building has suggestion boxes where people can leave their grievances.
2. Counseling at the department level is provided when the issue can be settled
3. Academic and internal evaluation-related grievances must be resolved at the faculty HOD principal level.
4. A written and signed application must be received in order to address any additional grievances that need to be reviewed.

## **Redressal of Grievances:**

The complaints are resolved as soon as possible with the issuance of memos, warning letters, and reformation measures. Priority is assigned based on the severity of the complaint; in every instance, the harmed party is made aware of the actions taken. To make sure the same complaint doesn't get repeated, checks are added to the system. The relevant committees will handle any incidents involving women being harassed or molested.

**In accordance with the guidelines.** The Redressal Committee will assess the complaint as soon as it is received and invite the parties to a discussion. The principal is informed of the discussion's outcome so that additional action can be taken.

Mundeshwari College for Teacher Education has created a mechanism for redressal of students' grievances related to academic and non-academic matters, such as assessment, victimization, attendance, charging of

fees, conducting of examinations, harassment by colleague, students or teachers etc. Establishing an effective mechanism for redressal of staff and students' grievances is crucial for maintaining a healthy and productive educational environment. This process ensures that concerns and issues are addressed promptly, fostering a sense of trust and accountability within the institution. One key element of the mechanism involves creating a Grievance Redressal Committee (GRC) comprising members from diverse backgrounds, including faculty, administrators, and student representatives. This committee acts as an impartial body to receive, review, and resolve grievances. Transparency and impartiality are essential, and the committee should function independently to instill confidence in both staff and students. There are Grievance Redressal Committees at the College level to deal with the grievances of the Staff and students. The details of these committees are furnished below:

S.No.	Name of The Teacher	Designation	Position in Committee
1.	<b>Dr. Kumari Sunita Singh</b>	<b>Principal</b>	<b>Convener</b>
2.	<b>Noushia Tabassum</b>	<b>Asst. Professor</b>	<b>Coordinator</b>
3.	Kumari Shashi Singh	Asst. Professor	Member
4.	Kumari Barkha	Asst. Professor	Member
5.	Dr. Uday Shankar	Asst. Professor	Member
6.	Dr. Dinesh Kumar	Asst. Professor	Member
7.	Ajeet Kumar	Student	Member
8.	Komal Kumari	Student	Member

  
 Sunita Singh  
 Principal  
 \*Mundeshwar College for Teacher Educator  
 Sarani Patna-801105

This committee will deal with all the Grievances directly which are related to the common problems at College level both academic and administrative nature. In addition, this committee will also entertain the appeal filed by the students' against the decision of the committee.

**Procedure for Redressal of Grievances (RoG) is as under:**

- a. A student who has the grievance or grievances will be solved at the committee level.
- b. If the staff and student are not satisfied, the same will be taken to Principal for final solution.
- c. Committee shall solve the problem with two to three working days.
- d. While dealing with the complaint, the committee at all levels shall observe a law of natural justice and hear the complainant and concerned people.
- e. The student will submit the application of Grievance or appeal to the College level committee.

  
Principal  
Mundeshwan College for Teacher Educator  
Saran Patna-801105

**(Dr. Kumari Sunita Singh)**  
Principal  
M.C.T.E., Patna



**(Mrs. Noushia Tabassum)**  
Co-Ordinator  
Grievance and Redressal Committee