

Holy Cross College
Accredited by NAAC with 'A' Grade
Affiliated to
TRIPURA UNIVERSITY
(Central University)

GRIEVANCES REDRESSAL POLICY

To address the grievances of the students, parents and stake holders, for the establishment of Mechanism for, Grievance Redressal in the college. The objective of the policy is to develop a harmonious educational environment in the institute.

Composition and tenure of Grievance Redressal Committee (GRC):

- The committee shall comprise of a Chairperson, Convener and two other senior teaching faculty members.
- Principal of the college shall be the chairperson.
- Members of the committee shall be nominated by the Chairperson for a tenure of two years.
- Out of three (including convener), one member shall be female and other from SC/ST/OBC category.
- A representative from among the students of the college to be nominated by the chairperson as special invitee.

Scope of the grievances-

Grievances may be related to any of the following matters:

- Academic Matters – Issues related to assessment, attendance, marks, and other examination related matters etc.
- Financial Matter – Issues related to charging of fees, scholarships and payments.
- Administration Matters – Issues related to infrastructure, basic, amenities, sanitation, transport or victimization.
- Harassment and ragging by colleague, students or teachers etc.

Grievance receiving mechanisms-

Anyone with a genuine grievance may lodge their complaint to GRC along with necessary documents, if any. The grievance shall be reported by using any of the following modes:

- Report submission in person by approaching the chairman of the Committee.
- Through Email: hccagtadm@gmail.com; principalhccagt@gmail.com
- Writing to “The Chairman, Grievance Redressal Committee, Holy Cross College, Agartala.

Grievance Redressal Mechanism-

- After the receipt of the application form from the aggrieved, the chairman of GRC shall fix the date, time and venue of the meeting after having a discussion with the members.
- The meeting shall be scheduled within ten days of receipt of the application.
- All relevant papers shall be circulated as hard / soft copy to all the members on or before the date of the meeting.
- After fixing of the date of the meeting, a hard copy of the notice must be sent to the applicant to be present in the meeting and convey his or her grievances before the Committee and the acknowledgement of receipt would be placed on record.
- In case of a minor student (applicant), the student may be accompanied by his or her natural / legal guardian (either father or mother). No other person shall be allowed to the meeting.
- The Committee members are expected to deliberate upon the case, the grievance of the applicant and the rules laid down by the institute. The brief facts, evidences and final recommendations by the committee members shall be recorded in the format of minutes of the meeting.

- The minutes shall be circulated to all the members of the Grievance Committee for their signatures.
- The decision of the Grievance Committee shall be communicated in writing to the applicant at the earliest.

Appeal-

- The applicant shall have the right to file an appeal to the ombudsperson within 15 days from the date of the written communication of recommendations of the committee.
- The applicant shall send written communication to the college conveying his desire to file an appeal to the ombudsperson. The college shall place the appeal along with all relevant material before the ombudsperson and inform the applicant accordingly. The Ombudsperson shall within a reasonable time decide the appeal. Final decision would be communicated to the applicant by the college.

Organization wide awareness

Awareness among stakeholders is created by

- Organizing awareness programs
- Displaying the grievance registration mechanism on
 - Web site
 - Digital sign boards
 - Posters in prominent places of the campus

Grievance Redressal Committee

Grievance Redressal committee (GRC) is constituted for the redressal of the complaints reported by the student/parent/employee of the college with the following objectives:

- * To provide the students access to immediate, hassle-free resource to have their grievances redressed.
- * To uphold the dignity of the college by promoting cordial Student-Student/ Student-Teacher/Teacher-Teacher relationship.

*To ensure that the views of grievant and respondent are respected and that any party to a grievance is not discriminated or victimized.

*To ensure a fair, nonpartial and consistent way for redressal of various complaints lodged by the stakeholders.

Members of the Committee:


S.No	Name	Designation	Role
1.	Dr. Fr. Benny K. John, csc	Principal	Chairman
2.	Fr. Joe paul, csc	Vice Principal	Convenor
3.	Smt Nazmun Nahar Begum	Assistant Professor	(Female Representative) Member
4.	Sri Kaushik Debbarma	Assistant Professor	(ST/SC/OBC Representative) Member
5.	Smt Moushumi Jana	Assistant Professor	Member
6.	Sri Adong Jamatia	Student	(Student Representative) Member

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Approved

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