



St. Peter's Institute of Higher Education and Research

(Deemed to be University U/S 3 of the UGC Act. 1956)

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Policy Document for Grievance Redressal

Introduction

Kothari Commission said that 'Destiny of India is shaped in her classroom'. It means the treatment of students in the schools and universities that matters much in our efforts to build our nation. The treatment includes redressal of grievances of students. Hence, we need to keep the students, teachers and parents free from grievances. This is all the more important in a democratic country like ours and grievances of students are to be attended sincerely.

In view of this importance, UGC had issued its Grievance Redressal Regulations 2012. In accordance with the UGC Regulations, the Institute has formed grievance redressal committee mechanism. It defines that a grievance can include any discontent or dissatisfaction by any of the stakeholders including students, staff, parents and public which they feel is unfair, unjust or unequitable that needs to be corrected.

The committee addresses grievances if any, related to various aspects of administration which is brought to their notice by different stakeholders of the institute. It is reconstituted every year to include the functionaries such as Deans, Heads of departments and faculty members.

Objectives of the policy:

To provide natural justice to all the stake holders regarding their complaints and ensure that the grievance is addressed immediately without much delay.

Implementation of the policy:

The Grievance Redressal Committee is to monitor the issues related to grievance in matters of admission, examinations, finance, academic etc. It has



provided drop boxes for the stakeholders to drop their complaints. Also, stakeholders can register their grievance in the website itself. Further, students can directly inform their Heads of departments or Deans about any issues or grievances. If the issues or grievances are not resolved, the stakeholders have the option of meeting the Ombudsman of the Institute for immediate solutions. The composition of the grievance redressal committee is available on the website for easy access by all the stakeholders of the institute.

12.07.2020



Lac K.
REGISTRAR

Registrar
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