



MANRAKHAN MAHTO B.Ed. COLLEGE

Kedal, BIT More, Ranchi

Rules, Regulations and Guidelines of Grievance Redressal Cell Committee for B.Ed Students (2025-2027)

1. Introduction of Grievance Redressal Cell :

Grievance Redressal Cell is a committee formed in an institution to address and resolve the complaints and issues faced by students in a fair and transparent manner. It ensures a safe, respectful, and supportive academic environment.

2. Objectives of Grievance Redressal Cell:

- To provide a platform for students to express their grievances
- To ensure timely and fair resolution of complaints
- To maintain discipline and harmony in the institution
- To protect the rights and dignity of students
- To promote a positive and supportive learning environment

3. General Rules of Grievance Redressal Cell:

3.1 Submission of Complaints

- Students can submit complaints in written or online form
- Complaints must be clear and genuine
- Anonymous complaints may be considered if necessary
- Grievance/suggestion box in the college premises and protection

3.2 Confidentiality

- All complaints will be kept confidential
- Identity of the complainant will not be disclosed without permission

3.3 Fair and impartial Inquiry

- Proper investigation will be conducted before taking any action
- Both parties will be given equal opportunity to present their views

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3.4 Time-bound Redressal Mechanism

- Complaints should be resolved within a reasonable time (usually 7–15 days)
- Urgent cases will be handled on priority

3.5 Discipline

- False or misleading complaints are strictly prohibited
- Students must maintain respect during the process

4. Decision and communication :

- The Grievance Redressal Committee shall ensure that all decisions are fair, transparent, and based on due consideration of facts and evidence, within a stipulated time frame.
- All decisions shall be systematically recorded, documented, and maintained to ensure accountability and institutional transparency
- The Committee shall ensure confidentiality in sensitive cases and undertake necessary follow-up actions to ensure effective resolution
- The decisions shall clearly and promptly communicated to the concerned students or individuals through official means.
 - The committee shall avoid any discrimination based on gender ,caste or background.
 - The decisions on academic issues (marks, teaching, attendance) shall be taken fairly and communicated to students within a stipulated time.
 - The decisions on other student-related issues shall be properly recorded and promptly communicated through official channels.

Conclusion:

The Grievance Redressal Cell plays an important role in maintaining discipline, fairness, and a positive environment in the institution. It helps students feel safe and confident, knowing that their problems will be heard and resolved properly.


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