

# **PROFILE OF GRIEVANCE REDRESSAL CELL**

**ON THE EVE OF  
NAAC PEER TEAM VISIT ON 19<sup>TH</sup>  
& 20<sup>TH</sup> DECEMBER 2016**



**Date of Establishment- 14-08-1978**

**Mahapurush Hadi Das Mahavidyalaya**

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## OUR VISION

1. To promote moral and value based education for holistic growth of education.
2. To promote universal accessibility to higher education.
3. To provide opportunities in the rural area for effective dissemination of knowledge.
4. To make a comprehensive development of all sections of the society and more specifically social and educational upliftment of the rural poor as well as marginalised section of the community.
5. To bring women to the mainstream of higher education.
6. To enlighten the tribals and refrain them from social stigmas & superstitions.
7. To make students economically self reliant and to make provision of adaptability to the changing global scenario.

8. To promote the spirit of national integration.
9. To sensitize the spirit of “VASUDHAIBA KUTUMBAKAM”
10. To make utilization of technological know hows as an effective learning resource mobilization.

## OUR MISSION

1. To impart ideas and skills for ensuring creative and innovative practices in the social dimensions.
2. To train the youth for vocation and self-employment.
3. To instil in them self-confidence for a dignified better life and to make them employable.
4. To inculcate spiritual values, moral conduct and to develop human value.
5. To make students Techno- Savy.
6. To make tribal students, women and rural students more economically viable and self-reliant.
7. To elicit the best of the potential for development of and optimisation of human resources. To make students health conscious, healthy and fit.

8. To make students abreast of the latest trends in education through computer training(ICT based).

9. To ensure and maintain excellent academic achievements of students to → maintain quality education.

### **OBJECTIVE OF THE CELL**

To actively consider the grievances voiced by the students about academic and non-academic issues including law and order ragging etc. & to take immediate action to redress these grievances.

**STRUCTURE:**

1. The principal is the chair person of the grievance redressal cell
2. There is also a committee comprising of Sri Nityanadaa Nayak ,  
Administrative Bursar , Smt. Kanaklata Mishra , Academic Bursar ,  
Sri Niranjan Patra , Accounts Bursar and two other women member  
such as Dr. Sumitra Nanda & Smt. Kabita Sahoo

### **Function of the Cell:**

- a. **RECEIVING COMPLAINS:** There is a complain drop box kept in the Grievance Redressal Cell. Students can drop a in writing complain in the drop box. They can also handover a written complain to any of the members during the college hours on the other hand a student can give a complain to the principal directly who hands it over to the cell for consideration.
- b. **PROCESSING OF COMPLAIN :** At the end of the day on each working day the members open the drop box and take out the complains, if any or they assemble applications given to them directly or handed over to them by the principal.
- c. **Consideration of the Grievance:** On receipt of a complain the members of the cell read them and enlist them on the basis of urgency of the application. They fix a suitable time normally within



a week and inform all the person connected to the application to be present at the time of hearing at the stipulated hour and to put up their views.

- d. **How complains are sorted at?** Normally there can be two types of complains regarding ragging, comment or physical assault or matters like that. In case ragging the anti-ragging cell is invited to sit with the GRC and to take a decision. The decision may either be a compromise or decides to award a punishment. The opinion of the committee is sent to the principal for his final order. On the other hand the student on whom such punishment is imposed may also appeal to the principal against the judgment.

On the other hand the Grievance Redressal Cell may appoint, with due a approval of the principal, a committee of enquiry to look in to the truthfulness of the complain. Normally the

committee is given A weeks time to enquire and report to the cell after which the cell takes up the matter for consideration.

When the application is related to some of the amenities to be availed by the students the committee arranges a meeting with the principal to consider the possibility of fulfilling the demands. After that the complainant are invited to the meeting and reported as to which of their demand can be fulfilled fully or partially and which cannot be fulfilled explaining the causes there of.

**APPELLATE AUTHORITY:**

In all matters of Grievance Redressal cell the Principal is the appellate authority. In matter of academic interest discipline etc. he gives the final judgement. However, in matter of grievances related to developmental activities such as demand for Toilet and Latrine, Drinking Water facility etc is may take the advice of the G.B which is the immediate authority in the governance of the college.

**REPORT CARD:**

Since the last five years there has been not a single case of written complaint given to the GRC. However, on many occasions students have expressed their demands verbally to the principal and the members of the committee and they all have been settled through bilateral discussion.

**PROSPECTS OF THE COMMITTEE:**

The committee is a permanent body. It is expected to take a proactive role in the maintenance of law and orders and a peaceful study atmosphere in the college.