

# **Report of Student Grievance Redressal Cell**

**(2020-21)**



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## **Grievance Redressal Cell Report (2020-21)**

The Student Grievance Redressal Cell holds regular meetings with Principal Dr Nisha Bhargava in the chair, to look into the complaints lodged by the students. The cell enables the students to express their feelings by addressing and pursuing the grievances in accordance with the rules and regulations of the college. The cell inquires and analyses the nature and pattern of the grievances in a strictly confidential manner with emphasis on procedural fairness. There are five suggestion boxes installed at different venues in the college premises where in students can drop their written complaints. These boxes are opened frequently and grievances of students are taken up by the committee in a meeting with the principal and two members of student council. The committee tries to resolve the cases as soon as possible. During the session 2020-21, the teaching was online so student's issues were addressed in a virtual mode. Their issues regarding admission process and timetable were entertained through emails and Whatsapp messages. Also their issues were taken up during mentorship programme where the mentors discuss the student's issues and solution and suggestions were provided to them.