

**Students' Grievances Redressal Cell**  
**Rajshree Institute of Management & Technology, Bareilly**

Rajshree Institute has an effective mechanism in place to deal with day to day grievances related to students and parents. Students' Grievances Redressal Cell is constituted in Rajshree Institute in accordance to University Grant Commission with an aim to provide easy and readily accessible machinery for prompt disposal of the day to day genuine grievance of the student's community and to make the student community to pursue their education at a congenial atmosphere. Any student with a genuine grievance may approach the Students-Grievance-Redressal-Cell to submit his/her grievance in writing to

  
**The Director**  
**Rajshree Institute of Management & Technology**  
**NH-30, 16<sup>th</sup> KM , Pilibhit Road, Bareilly (U.P.)**

Or send through e-mail to

**[grievance.rajshree@gmail.com](mailto:grievance.rajshree@gmail.com)**



Grievance submitted by the students are addressed systematically with active involvement and cooperation of the respective college/office/department connected with the grievance, maintaining necessary confidentiality in handling process. Students' Grievances Redressal Cell at Rajshree Institute has emerged into an appropriate forum providing support and encouragement to all the students and expresses their grievance freely and frankly. It is striving to ensure a responsive and accountable attitude among the authorities concerned.

**Objectives**

- To create a platform where students can point out their problems, regarding academic and non academic matters.
- Get suggestions from the students for improvement.
- Take necessary steps for improvement in the light of grievances.
- Upholding the dignity of the Institute by ensuring strife free atmosphere in the Institute through promoting cordial Student-Student relationship and Student-Faculty relationship.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- To ensure effective solution to Student's grievances with an impartial and fair approach.
- To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the Institute.



## Grievance Redressal Mechanism for Staff and Students

Rajshree Institute of Management & Technology is committed to provide education in a homely atmosphere. We put our best efforts to mitigate the grievances of the students as and when it's faced. Grievance Redressal Cell has been constituted in the Institute to look after the grievances of the students. The Grievance Redressal Cell attempts to address genuine problems and complaints of students whatever be the nature of the problem. The members of the cell are as follows:

Name of the Member	<u>SIN</u> Designation	Position	Contact Number
Dr. Saket Agarwal	<u>Saket</u> Dean (Academics)	Chairman	9690000121
Mr. Dushyant Maheshwari	<u>DS</u> Registrar	Vice Chairman	9690000100
Dr. Raveesh Agarwal	<u>Raveesh</u> Professor Dept. of Business Administration	Dean Student Welfare	8192900131
Dr. S. K. Gupta	<u>S.K. Gupta</u> Associate Professor, Dept. of Basic Science	Faculty Coordinator	8392956650

### Methodology Adopted

The students may feel free to put up a grievance in writing. The students may approach the Cell to voice their grievances regarding academic and non academic matters. The cell redresses the grievances at individual and class level and grievances of common interest. Students are encouraged to use the suggestion box placed on the campus to express constructive suggestions and grievances.

The following guidelines are followed to solve the grievance by considering the welfare of the students:

- 1- The cases will be attended promptly on receipt of written grievance from the students. Rajshree Institute assures students that once a complaint is made, it will be treated with confidentiality.
- 2- The cell formally will review all the case and will act accordingly.
- 3- The faculty coordinators and student coordinators of grievance redressal cell act as facilitators to communicate and sort out the grievances.
- 4- The cell will give the report to the authority about the case attended and the number of pending cases, if any, which require direction and guidance from the higher authorities.



5- Students can also approach directly for solving their problem in weekly meeting of the cell.

**Meeting:**

The members of Grievance Redressal Cell shall meet at least once in a week as per schedule.

**Day: Thursday**

**Time: 2.00 PM – 4.00 PM**

**Responsibility for Redressal**

1. The final responsibility for grievance Redressal rests with the director of the college.
2. The Institute expects that grievance Redressal be time bound and result oriented. Every grievance is expected to be resolved within a reasonably period.
3. The grievance Redressal cell of the Institute shall monitor status and progress of grievance Redressal and shall furnish report on grievance Redressal position to the Chairman.