



स्थापित-2009

# तारकेश्वर नारायण अग्रवाल शिक्षक प्रशिक्षण महाविद्यालय

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(Affiliated to Aryabhatta Knowledge University, Patna & Bihar School Examination Board, Patna)

## Objectives:-

- To provide a mechanism to address student teachers grievances.
- To take measures to solve the problems faced by student- teacher.
- To create a platform where students can point out their problems regarding academic matters.
- To uphold the dignity of the college by promoting cordial student- student relationship, student-teacher relationship & student-non –teaching relationship and teacher- teacher relationship .
- To develop a responsive and accountable attitude among the stakeholders there by maintaining a harmonious atmosphere in the college campus.
- To get suggestions from the student, teachers and staffs for improvement.
- To ensure that the views of each grievance and respected promote collegiality among the different stakeholders to remain for the benefit of the students and better benefit of society as a whole.
- Take necessary steps for improvement in the light of grievances.

## Functions:-

- To ensure the grievances are heard and discussed by the committee.
- To decide the adequate and required punishment for the guilty.
- To ensure that the Anti – Ragging policy is adhered and any relevant complaint is resolved in priority.
- To avoid any kind of malpractice in the institution and resolve each situations by conducting Root Cause Analysis (RCA).
- To take improvement inputs on regular intervals from the stakeholders at the institution which includes the students, teaching and non-teaching staff.

## Activities Conducted:-

- Address the student- teachers, grievances with teacher- educators in the Redressal Committee and the Principal.
- Monthly check of the suggestion box and conveying the suggestions/ grievances to the Grievance and Redressal Committee.
- Conducting of group as well as personal Guidance and Counseling sessions.
- Conducting of regular Monitoring sessions by mentors.

- e) The Grievance and Redressal Committee will meet as and when required. However, if necessary, it may meet more frequently at the Chairperson or the request of the other members to discuss the various issues received.
- f) At least three members of Grievance and Redressal Committee shall be present in a meeting.
- g) If a member of the Grievance Committee is connected with the grievance of the aggrieved individual, the concerned member of the Grievance and Redressal Committee shall be participate in the deliberations regarding that individual case.
- h) If the aggrieved person happens to be a member of the Grievance and Redressal Committee, then he/she shall not participate in the deliberations as a member of the committee when his/her representation is being considered.
- i) The students are the main stakeholders in any institution imparting education and it's our endeavor too make all efforts to ensure transparency in all the activities at different stages.
- j) Taking this spirit in consideration the institute has decided to provide mechanism to students for Radressal of their grievance as under: -
  - The grievance may broadly include the following complaints of the aggrieved students: -
    - (i) Academic
    - (ii) Non-Academic
    - (iii) Grievance related to Assessment
    - (iv) Grievance related to Victimization
    - (v) Grievance related to Charging of fees
    - (vi) Grievance related to Attendance
    - (vii) Grievance regarding conducting of examinations
    - (viii) Harassment by colleague students or the teachers etc.
  - It is good to air a grievance rather that to keep it bottled up. Protection of human rights is essential for all round development of an individual's personality to realize the primary needs of the students and staff and secure civil liberties for everybody.

**Procedure: -**

- (a) The Grievance and Redressal Committee shall consider the appeal of the student and make appropriate recommendations to the chairperson within a reasonable time, preferable within 15 days. On approval by the chairperson the final decision shall be communicated to the students.
- (b) The members need to study the case and suggest appropriate remedy.
- (c) If the plaintiff is not satisfied, then the case shall be escalated to Redressal Officer/Coordinator/HOD/Principal/Chairperson.
- (d) While dealing with the complaint, the committee at all levels shall observe law of natural justice and hear the complaint and concerned people.

- (e) While passing an order on any grievance at any level, the relevant provision of the Act/Regulations would be kept in mind and no such order would be passed in contradiction of the same.
- (f) The aggrieved members shall submit his/her petition to chairman, Grievance Redressal Committee in a sealed envelope marked "confidential".
- (g) In case of false and frivolous complaint (if proved), the Grievance and Redressal Committee recommend chairperson to take appropriate action against the complaint.
- (h) The committee will assure that the grievance has been properly solved in stipulated time limit.

Grievance Redressal Cell in charge

Principal