

REPORT ON AWARENESS PROGRAMME CONDUCTED TO COMMUNICATE THE GUIDELINES FOR REDRESSAL OF STUDENT GRIEVANCES TO STUDENTS AND TEACHERS

To promote a positive and transparent academic environment, an awareness program was organised to educate students and teachers about the grievance redressal mechanisms. The program was organised on 09/04/2024 during the orientation conducted for the students of B.Ed first semester, Where in they were also introduced to the grievance redressal cell of the college and made aware about the guidelines, policies and functioning of this cell to ensure a smooth and fair resolution of students and faculty concerns. The program was conducted by grievance redressal cell in the college premises.





The program aimed to inform students and teachers about their rights and responsibilities regarding grievances, to introduce the functioning of grievance redressal cell, to ensure a systematic and transparent approach to addressing grievances, to encourage an open and safe

platform for communication, to promote a culture of accountability and fairness in grievance handling. The program dealt with the explanation of the concept of grievances in an academic institution, importance of addressing grievances promptly and effectively, overview of policies governing grievance redressal cell for students and faculty. It also provided functions of GRC, for instance , step by step procedure for filing a grievance, timelines for resolving grievances at different levels, Confidentiality and fairness in grievance resolution.

Provision of real life examples of grievance handling and resolution, discussion on common student concerns like academic issues, harassment and administrative delays, teachers perspectives on resolving student grievances effectively and encouraging mutual respect and cooperation between students and faculty. Demonstration of grievance filing process by walkthrough of the online and offline of the grievance submission process, explanation of different types of grievances (academic ,disciplinary, administrative, harassment etc.) and clarification on escalation procedures if grievance remain unsolved. The GRC awareness program enabled students and teachers gain a better understanding of grievance filing procedures and the role of the GRC, students & teachers felt more confident in reporting issues without fear of retaliation, the program strengthened the student teacher relationship by encouraging open dialogue.