



GRIEVANCE REDRESSAL POLICY

OBJECTIVES

The main objective of the GRC-TKMMC is to ensure an approachable and responsible attitude among the staff towards the students to uphold harmony on the campus. In this context the objectives of the GRC-TKMMC are:

- To develop a step by step structure to resolve grievances of students
- To support students unjustly deprived of the services offered by the College, rightfully theirs
- To ensure that the staff of the College are responsive, accountable and courteous in dealing with the students.
- To provide quick and effective resolution of student's grievances in a non-discriminatory and just manner.

GRIEVANCE REDRESSAL MECHANISM

A systematic mechanism for the redressal of students' grievances is functioning in the college. If the student has any grievance on non-academic issues, she/he may approach the Teacher in-charge/ Department Head. If it doesn't get resolved there, the matter may be reported to the Principal who refers it to the grievance redressal cell, constituted as follows:

- Senior faculty
- Staff secretary
- Staff representative
- HODs concerned
- Woman representative
- Student representative

The cell looks into the grievance and makes its recommendations to the Principal in order to address the grievances regarding academic matters, a four-level redressal mechanism is envisaged. Complaints regarding evaluation shall be brought to the notice of the teacher concerned. If the student is not satisfied with his/her decision, he/she may appeal to the Departmental Redressal Cell, which consists of the HOD, the teacher-in-charge for that class and the teacher against whom the complaint is

made as members. The student shall also have the freedom to make a further appeal to the College Level Grievance Redressal Cell, which consists of the Principal, Controller of Internal Examinations and the HOD concerned as members. Complaints can be filed online at <https://www.tkmmc.ac.in/grievance.php> If the student is not satisfied, he/she may appeal to the University Level Grievance Redressal Cell. The verdict of the University Level Redressal Cell shall be final.