

T. N. Rao College of Teacher Education Grievance Cell 2022

1. Full Name

Meet Mendpara

2. Contact Number

8511591750

3. Email Address

meetmendpara@gmail.com

4. Nature of Grievance

Mark only one oval.

- Academic
- Administrative
- Facilities
- Discrimination
- Harassment

5. Date of Incident

17-02-2022
Example: January 7, 2019

6. Time of Incident

3.15 PM
Example: 8:30 AM

7. Location

Canteen

8. Description of the Incident

We didn't get place to sit in canteen during break hours.

9. Desired Outcome

We need extra chairs & tables for canteen.

10. Names of Witnesses (if any)

11. Supportive Information (If applicable)

12. Upload File (for attaching any supporting documents or evidence)

Files submitted:





T. N. RAO COLLEGE OF TEACHER EDUCATION

Managed by : સવ્યસાચી Education Trust, Rajkot

Grievance Redressal Policy

Introduction:

At T.N. Rao College of Teacher Education, we are committed to fostering an environment of fairness, transparency, and accountability. We understand that students may encounter concerns or grievances during their academic journey, and it is our responsibility to address these promptly and effectively. The Grievance Redressal Policy aims to provide a structured mechanism for students to voice their grievances and seek resolution.

Scope:

This policy applies to all students enrolled at T.N. Rao College of Teacher Education, including undergraduate and postgraduate programs.

Objectives:

- To provide a transparent and accessible mechanism for students to raise grievances.
- To ensure prompt and fair resolution of grievances.
- To maintain confidentiality and respect the privacy of individuals involved.
- To foster a positive learning environment conducive to academic and personal growth.

Types of Grievances:

Grievances may include but are not limited to:


- Academic matters such as evaluation, examination, grading, and curriculum.
- Administrative issues related to facilities, infrastructure, and services.
- Harassment, discrimination, or misconduct by faculty, staff, or peers.
- Any other concerns affecting the student's academic or personal well-being.



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Grievance Redressal Committee:

A Grievance Redressal Committee (GRC) shall be constituted by the college administration to oversee the grievance redressal process. The committee shall comprise:

- Chairperson: A senior faculty member designated by the Principal.
- Faculty Representatives: One faculty member nominated by the Principal.
- Student Representatives: One student elected by the student body.

Procedure for Filing a Grievance:

Students may submit their grievances in writing or online to the Grievance Redressal Committee. The following steps outline the procedure:


- Submission: Students should submit their grievances using the prescribed grievance redressal form available at the college office or through the college website.
- Documentation: The grievance should be articulated, providing relevant details such as the nature of the grievance, parties involved, and supporting evidence if any.
- Confidentiality: The identity of the complainant shall be kept confidential to the extent possible, except where disclosure is necessary for investigation and resolution.
- Acknowledgment: Upon receipt of the grievance, the GRC shall acknowledge the same within seven working days.
- Investigation: The GRC shall conduct a thorough investigation into the grievance, including gathering relevant information and interviewing the parties involved.
- Resolution: Based on the findings of the investigation, the GRC shall propose suitable measures for resolution. These may include mediation, disciplinary action, policy changes, or any other appropriate remedy.



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- Communication: The GRC shall communicate the resolution to the complainant in writing within a reasonable timeframe, along with reasons for the decision.

Appeals Process:

If the complainant is dissatisfied with the resolution provided by the GRC, they may appeal to the Principal within ten working days of receiving the decision. The Principal shall review the appeal and may either uphold the decision of the GRC or provide a revised resolution.

Non-Retaliation:


T.N. Rao College of Teacher Education prohibits retaliation against any individual who raises a grievance in good faith. Any act of retaliation shall be subject to disciplinary action.

Review and Revision:

This Grievance Redressal Policy shall be reviewed periodically by the college administration to ensure its effectiveness and relevance. Amendments may be made as deemed necessary.

Conclusion:

The Grievance Redressal Policy is designed to uphold the values of fairness, integrity, and respect within our academic community. We encourage all students to utilize this mechanism to address their grievances and contribute to the continuous improvement of our institution.


Principal
T. N. Rao College
Rajkot

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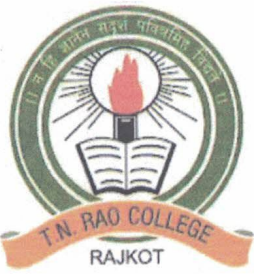
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T N RAO COLLEGE - RAJKOT

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Certified copy of Minutes of Meeting for Grievance Redressal Cell

Date:4/9/2019

Members of the Committee

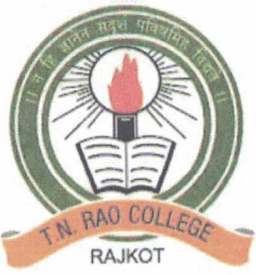
1. Principal - Dr.Bhartiben Rathod, Co-ordinator *B.Rathod*
2. One Faculty - Jasminben Joshi *Joshi*
3. One student representative B.Ed. - Vaghela Hardik *Vaghela*
4. One student representative M.Ed. - Panjwani Shaifali *Panjwani*
5. One management representative - Shri Atulbhai Patel *Atul*

Agenda - Minutes

1. Welcome to all members,
The Principal extended a warm welcome to all attendees.
2. Informing about the Grievance Committee's functions,
The Principal briefed the committee members on the roles and responsibilities of the Grievance Committee.
3. Decision on methods for receiving grievances from stakeholders,
Committee members deliberated and finalized methods for receiving grievances, including placing a link on the website, gathering them through student representatives, and utilizing a physical box on campus.
4. Suggestions from members,
A suggestion put forth by a student representative regarding anonymity in grievance reporting was discussed and accepted, resolving that it would not be obligatory to disclose the name of the individual raising a grievance.
5. Expression of gratitude,
The Principal expressed gratitude to all committee members for their participation and contributions.

B.Rathod
Dr. Bhartiben Rathod
Principal





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Certified copy of Minutes of Meeting for Grievance Redressal Cell

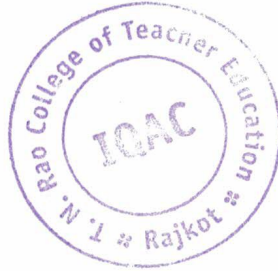
Date:9/9/20

Members of the Committee

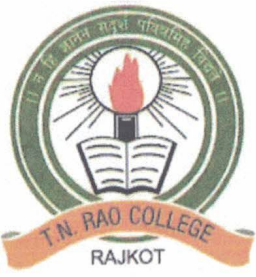
1. Principal – Dr. Bharti Rathod, Co-ordinator *Bharti Rathod*
2. One Faculty - Jasmin Joshi *J Joshi*
3. One student representative B.Ed. - Chhaniyara Vinit *Vinit*
4. One student representative M.Ed. - Agravat Shraddha *Shraddha*
5. One management representative - Shri Atulbhai Patel *Atul*

Agenda - Minutes

1. Welcoming all members
All members were welcomed by the Principal
2. Approval of last meeting minutes
The committee approved the minutes of the last meeting and noted that all modes of receiving grievances are functional. It is noted that management approved that the names of the person who raises grievances will not be disclosed.
3. Discussion on Grievances received
Bathroom Cleaning:
 - a. Task the maintenance team with increasing the frequency of bathroom cleaning rounds.
 - b. Monitor the implementation closely to ensure adherence to the new cleaning schedule.AC repairing in Computer Lab:
 - c. Initiate a feasibility study to assess the requirements and feasibility of installing air conditioning units in the Computer Lab.
 - d. Allocate necessary funds and resources for the installation, if deemed feasible.
4. Vote of Thanks
Principal thanked all the members of the committee



Bharti Rathod
Dr. Bharti Rathod
Principal



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Certified copy of Minutes of Meeting for Grievance Redressal Cell

Date:11/9/2021

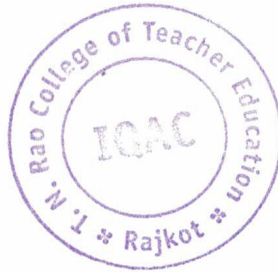
Members of the Committee

1. Principal - Dr. Bharti Rathod, Co-ordinator *Bharti Rathod*
2. IQAC Co-ordinator - Dr. Mital Vora *Mital*
3. One student representative B.Ed. - Ayushi Sheth *Ayushi*
4. One student representative M.Ed. - Chavda Praful *Chavda*
5. One management representative - Shri Atulbhai Patel *Atul*

Agenda - Minutes

1. Welcoming all members
All members were welcomed by the Principal
2. Approval of last meeting minutes
3. No Grievance Received
4. Vote of thanks
The Principal thanked all the members of the Committee

Bharti Rathod
Dr. Bharti Rathod
Principal





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**Certified copy of
Minutes of Meeting for Grievance Redressal Cell**

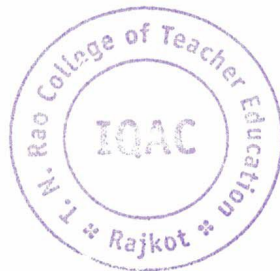
Date: 6/9/2022

Members of the Committee


1. Principal - Dr. Bharti Rathod, Co-ordinator *Bharti Rathod*
2. IQAC Co-ordinator - Dr. Mital Vora *Mital Vora*
3. One student representative B.Ed. - Apexa Kher *Apexa Kher*
4. One student representative M.Ed. - Divyangpuri Goswami *Divyangpuri Goswami*
5. One management representative - Shri Atulbhai Patel *Atulbhai Patel*

Agenda - Minutes

1. Welcoming all members
All members were welcomed by the Principal
2. Approval of last meeting minutes
3. The committee approved the minutes of the last meeting
4. There was a demand from students to have an academic tour
The demand was forwarded to the Principal
5. Requirement of Additional Chairs and Tables in the Canteen:
 - a. The current seating arrangements in the canteen are inadequate to accommodate the increasing number of students and staff during peak hours.
 - b. Additional chairs and tables are necessary to enhance comfort and convenience for diners in the canteen.
6. Requirement of Water Cooler on the 2nd Floor of the College Building:
7. Vote of thanks
The Principal thanked all the members of the Committee



Bharti Rathod
Dr. Bharti Rathod
Principal

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