

TOCBM means to give a protected, secure and steady climate for the comprehensive development of the individual. The Grievance Redressal policy has been formulated according to the UGC Grievance Redressal Regulation of 2019 and lays down the norms to be followed for an equitable, rapid and fair Redressal of complaints connected with Academics, Infrastructure and Administration.

All individuals from the Institution (Management, Instructors, Staff and Students) will comply, follow and advance the strategy and rules and maintain the qualities and morals.

### **Objectives**

- To provide a climate where complaints are expressed without dread or exploitation
- Grievance Redressal is shaped to keep the working environment supportive, collaborative and engaging among staff, students and parents.
- To guarantee solution for the complaints with an unprejudiced and fair methodology
- To maintain a well-defined structured process of Grievance Redressal
- To specify the jobs and obligations of Grievance Redressal committee.

### **Definitions**

“**Grievance**” means, and includes, complaint(s) made by an aggrieved student” in the University Grants Commission (Grievance Redressal) Regulations, 2012 of Gazette notification F.No. 14-4/2012(CPP-II) dated 6th May, 2019 shall comprise the following:

### **Grievance pertaining to Academics**

- Attendance in Curricular and Co-Curricular aspects
- Academics
- Students life in campus
- Discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories
- Denial of quality education as promised at the time of admission or required to be provided
- Non-transparent or unfair practices adopted by the institution for the evaluation of students
- Delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution
- Non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission
- Violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students

### **Grievance pertaining to Administration**

- Admission
- Fee Payment
- Scholarships
- Certificates and Documents
- Matters regarding Institute – University liaison

### **Grievance pertaining to Infrastructure**

- Student amenities
- Access to educational resources
- Access to facilities, Library, laboratories, sports, cultural facilities, hostels, gymnasium, and cafeteria

### **Grievance Redressal Committee**

Grievance Redressal Committee is constituted by the college to receive, investigate and redress grievances. The term of the office of the Grievance Redressal Committee is for two years duration and nomination, if required. The composition of Grievance Redressal committee shall be as follows:

- Principal – Chairperson
- Head of the Departments
- Financial Administrator
- Senior Faculty Members
- Secretary- Faculty Nominee

### **Roles and Functions of the committee:**

- Follow the rules and regulations of the institute and justice during enquiry and Redressal of grievances
- To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- Review the norms and guidelines
- To resolve the grievances within a period of 10 days
- Conduct meetings regularly to make sure the grievances are constantly addressed
- To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.

### **Grievance Redressal Mechanism**

- Information of the Grievance Redressal committee shall be provided in the college website and Student Hand book
- The student or the aggrieved party can produce individual complaints to the Grievance Redressal committee individually

- The prescribed Redressal form has to be used by the Aggrieved to express the grievance. The form may be submitted to the GRC/HOD/Members of Management/ or dropped I the suggestion box.
- Grievances can also be submitted online or mailed at [tocbm grievance@gmail.com](mailto:tocbm grievance@gmail.com)
- The submitted grievances shall be discussed in the scheduled meeting
- If the grievance is urgent then the matter the Chairperson will convene the meeting ASAP from the receipt of the grievance.
- Based on the decision taken by the committee the aggrieved has to be informed and the grievance shall be resolved.
- A special meeting may be convened if follow up is required.