

## DEPARTMENT OF COMPUTER SCIENCE

### Department Grievance Redressal Cell

A formal Grievance Redressal Cell has been formed in Department of Computer Science on January 2<sup>nd</sup> 2020 for handling grievances of students, parents and staff members. This Cell facilitates the resolution of grievances in a fair and impartial manner. Any stakeholder with a genuine grievance may approach the Cell to submit his/her grievance preferably in writing. The function of the Cell is to look into the complaints lodged by students etc and resolve the same based on the merit of the matter. The Cell is also empowered to look into matters of sexual harassment – any kind of physical or mental harassment, complaints regarding class room teaching, class room management, completion of syllabus, teaching methods etc, as and when they arise.

#### OBJECTIVES

- To guide ways and means to the students to redress their problems.
- To make the department student friendly.
- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the students.
- To develop a responsive and accountable attitude among the students, thereby maintaining a harmonious atmosphere in the campus.

#### POWERS

- To act as a platform for democratic redressal of grievances
- To receive complaints/grievances for students and other stakeholder.
- To develop and review the procedures for grievance redressal mechanism.
- To conduct hearing of the parties involved.
- To do the needful for the redressal of students grievances.
- To recommend parties measures wherever necessary.
- To suggests measures to avoid grievances of students and other stake holders.

## Normal Grievance Redressal Mechanism

