



Tarkeshwar Narain Agrawal College of Education

(Autonomous)

Harigaon, Ara



STUDENTS' GRIEVANCE REDRESSAL CELL

1. Introduction

The Students' Grievance Redressal Cell is established to address and resolve grievances raised by students in a fair, transparent, and timely manner. The Cell provides a proper mechanism through which students can submit their complaints and seek appropriate redressal.

2. Objectives

- To provide a safe and accessible platform for students to report their grievances.
- To ensure that student complaints are addressed fairly and promptly.
- To maintain confidentiality wherever necessary.
- To protect students from discrimination, harassment, or unfair treatment.
- To promote a healthy and supportive academic environment.

3. Scope of Grievances

Students may approach the Cell regarding matters such as:

- Academic and examination-related issues.
- Teaching-learning and evaluation concerns.
- Library, laboratory, hostel, canteen, and other facilities.
- Administrative matters.
- Scholarship and fee-related concerns.
- Discrimination or harassment.
- Any other legitimate grievance affecting the student's academic or institutional experience.

4. Grievance Redressal Procedure

1. A student may submit a written complaint to the Students' Grievance Redressal Cell.
2. The complaint will be acknowledged and recorded by the Cell.
3. The Cell will examine the grievance and, where necessary, seek clarification from the concerned persons.
4. Appropriate action will be recommended or taken within the prescribed time.
5. The student will be informed about the outcome of the grievance.
6. All records of grievances and actions taken will be maintained confidentially.

5. Responsibilities of the Cell

The Students' Grievance Redressal Cell shall:

- Receive and register student grievances.

- Examine complaints objectively and impartially.
- Recommend suitable corrective measures.
- Monitor the implementation of decisions.
- Maintain proper records and submit reports to the appropriate authority when required.

6. Confidentiality

The identity and personal details of students submitting grievances shall be kept confidential to the extent reasonably possible. No student shall be subjected to victimization for submitting a genuine grievance.

7. Grievance Committee

The Cell shall consist of members nominated by the Head of the Institution/Principal, including teaching staff and other appropriate representatives. The composition of the Cell shall be displayed on the institution's notice board/website for the information of students.

Committee members

Sr. No	Name	Position	E.Mail Id	Mobile No
1	Sri Chandan Kr. Gupta	Head	chandanrbj4@gmail.com	7651830493
2	Dr. P. M. Jena	Member	pranatijena67@gmail.com	8917623114
3	Dr. M.K. Upadhyay	Member	manojeduproff1978@gmail.com	6392182283
4	Sri Rajae Kumar	Member	rajaeekumar7551@gmail.com	9648257551
5	Mr.Abhishek Raj	Member	abhishek_raj22@jmcara.in	7004313568
6	Mr. Satyam Sah	Member	satyamgupta8373@gmail.com	9709312940