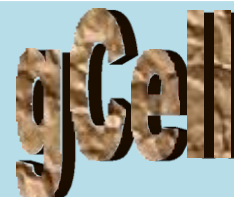


MAHARAJA SURAJMAL INSTITUTE

Grievances Redressal Cell



1. Purpose : Grievances Redressal Cell is formed in order to keep the healthy working atmosphere among the staff, students & parents. This Cell helps Staff, Students & Parents to record their complaints and solve their problems related to academics, resources and personal grievances. **Ragging Complaints** will be handled as per ragging rules available on University Website. **Woman Harassment complaints** will be handled as per government guidelines by respective section.

2. Committee structure: Three types: Group A, Group B and Group C. G-Cell members are of three types. In normal (minor) cases Group B Cell members will address the problem and solve it without involvement of Group A members. In severe cases HOD's and Principal, Group A members and Group B Members will address the grievances and solve it. This is also applicable in case of Women harassment, Where Group C members will handle the cases. Severe cases will be handled by Group A & Group C Members.

G-Cell Admin Structure

Sr.	Role	Designation
1	Chairman	Director
2	Group A Core Members	Chairman and HOD of all Departments
3	Group B Members [Anti ragging & General Grievances]	1 Programme Coordinator from each course
	Group C Members [Woman anti harassment]	1 Sr. woman faculty from each dept.
4	Member Secretary	Convenor-Discipline Committee

3.Scope:
All Students, Parents & Staff of MSI can lodge their complaints regarding above mentioned problems

4. Impact :
To uphold the dignity of the College by ensuring strife free atmosphere in the College by promoting cordial Student to Student relationship, Student to teacher relationship and Staff to Staff relations etc

5. Facility :
5.1. Suggestion / complaint Boxes have been installed at different places in the College campus in which the Students/ staff, who want to remain anonymous, put in writing their grievances and their suggestions for improving the academics/administration in the College.

5.2. Students, Parents and staff of MSI can lodge a complaint. Students can also lodge Ragging complaint. The person concerned can personally approach and write/ e-mail any member of the Cell. They can send email on **principalmsi@yahoo.co.in** or write an application and submit it to Cell convener. Women related complaints can be sent to **principalmsi@yahoo.co.in**