

## Students' Grievance Redressal Cell

### Vethathiri Maharishi College of Yoga

The **Students' Grievance Redressal Cell (SGRC)** at Vethathiri Maharishi College of Yoga has been established in accordance with the guidelines of the **University Grants Commission (Grievance Redressal) Regulations**, to provide a transparent and responsive mechanism for redressing student grievances. Rooted in the **yogic values of empathy, non-violence, and ethical conduct**, the Cell ensures a student-centric approach to addressing academic, administrative, and personal concerns in a timely and just manner.

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#### Objectives

- To ensure a **safe, respectful, and supportive learning environment** for all students.
  - To resolve student complaints and concerns with **fairness, transparency, and compassion**.
  - To promote student participation in **constructive dialogue** and institutional improvement.
  - To align grievance redressal with the **principles of harmony and self-regulation** advocated by Yogic philosophy.
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#### Scope of Grievances Handled

- Academic issues (e.g., exam-related grievances, attendance, curriculum delivery)
  - Administrative concerns (e.g., hostel facilities, library services, transport, canteen)
  - Harassment or misbehavior, if any, on campus
  - Financial issues (e.g., scholarship delays, fee disputes)
  - Any other issues affecting student well-being and academic experience
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#### Structure of the Grievance Redressal Cell

##### Designation

##### Role

Chairperson (Senior Faculty)

Head of SGRC

Faculty Representatives (2–3 members) Nominated from various departments

<b>Designation</b>	<b>Role</b>
Student Representative	Final-year nominee
Administrative Officer	Member Secretary
Principal (Ex-Officio Member)	Advisory Role

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### **Grievance Redressal Mechanism**

#### **1. Submission of Grievance:**

Students may submit their grievances:

- Through a **email ID**
- Using the **Grievance Redressal Form** available on the college website
- By dropping a written complaint into the **sealed grievance box** placed in the administrative block

#### **2. Acknowledgment and Review:**

- Grievances are acknowledged within **48 hours**.
- The Cell convenes meetings **within 7 working days** of receiving the complaint.

#### **3. Resolution and Reporting:**

- Each grievance is investigated with impartiality and confidentiality.
- Recommendations and solutions are communicated in writing to the student.
- Serious issues are escalated to higher authorities or referred to other statutory bodies if needed.

#### **4. Follow-Up and Feedback:**

- The Cell ensures that the resolution is effectively implemented.
  - Students are encouraged to provide feedback on the grievance-handling process.
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### **Guiding Principles Based on Yogic Values**

- **Ahimsa (Non-Violence):** Ensuring non-hostile resolution of conflicts.
- **Satya (Truthfulness):** Promoting honesty in expression and accountability.
- **Shanti (Peace):** Fostering calm and balanced dialogue in grievance handling.

- **Santosha (Contentment):** Helping students feel heard and valued in their academic journey.
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### **Awareness and Outreach**

- Regular orientation sessions are conducted for new students on grievance redressal procedures.
- Information about the SGRC is displayed prominently on the college notice board and website.
- Workshops and seminars on **emotional intelligence, yogic conflict resolution, and interpersonal ethics** are organized periodically.