



Holy Angel Public School

Almora

2018 – 2019

Grievance Redressal Mechanism and Grievance Redressal Committee

Holy Angel Public School Almora has its own Grievance Redressal System in an informal manner ie through direct supervision of the Principal. But in formal sense along with the provision of suggestion boxes, the Grievance Redressal Cell of all the schools was created in 2010. The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance Cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the School Principal or address his/her grievances to the Students' Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox / suggestion box of the Grievance Cell placed at the Administrative Block as well as Academic Block of each school.

The Grievance Redressal Committee comprises of the Principal, senior faculties and student representatives. Any aggrieved student, parent, staff member or other stakeholder may make an application to the Principal at the Grievance Redressal Cell seeking redressal of grievance.

The Grievance Redressal Cell shall receive the complaint and the Committee shall fix a date for hearing the complaint and communicate its decision within ten days of receipt of complaint.

The Grievance Redressal Committee shall ensure disposal of every application as speedily as possible, as and not later than a month of receipt of the grievance. On the conclusion of proceedings, the Committee shall pass such order, as may be deemed fit to redress the grievance and provide relief as may be desirable to the affected party at issue.

In case of false or frivolous complaint, the Committee may take appropriate action against the complainant.

The Grievance Redressal Committee for 2018 – 2019 consists of the following members.

	<u>Name</u>	<u>Designation</u>	<u>Phone Number</u>
1.	Mr Vikrant Sharma	Principal	+917055302931
2.	Mrs Sarita Arora	Counsellor	+919758435184
3.	Mr Bhupendra Mohan Pant	PGT / Member	+919410305089
4.	Mrs Sunita Bisht	TGT / Member	+919410701124
5.	Mrs Vinita Pandey	PRT / Member	
6.	Rajat Singh Bisht	Student Representative / Member (Student)	

Grievances may be sent to hapsalmora@yahoo.in or write to Grievance Redressal Committee, Holy Angel Public School, Khatyari, Almora 263601.

Objective

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Cell has been constituted for the Redressal of the problems reported by the Students of the school with the following objectives:

- a. Upholding the dignity of the school by ensuring strife free atmosphere in the school through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- b. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- c. Suggestion / complaint Box is installed in front of the Administrative Block and Academic Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the school.
- d. Advising Students of the school to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- e. Advising All the Students to refrain from inciting Students against other Students, teachers and school administration.
- f. Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- g. Ragging in any form is strictly prohibited in and outside the institution. Any violation(s) of ragging and disciplinary rules are urgently brought to the notice of the School Principal.

Definitions

- a. Aggrieved student / parent / staff member / stakeholder means a / parent / staff member / stakeholder who has any complaint in the matters concerned with the grievances defined under these guidelines, and includes a person seeking admission to the school.
- b. Grievances include the following complaints of the aggrieved students, namely:
 - i. Making admission contrary to merit determined in accordance with the declared admission policy of the school;
 - ii. Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by the school.
 - iii. Breach of the policy for reservation in admission as may be applicable
 - iv. Complaints, of alleged discrimination of students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories;
 - v. Non payment or delay in payment of scholarships to any student that the school is committed.
 - vi. Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
 - vii. Non provision of student amenities as may have been promised or required to be provided by the school;
 - viii. Denial of quality education as promised at the time of admission or required to be provided;
 - ix. Non transparent or unfair evaluation practices;
 - x. Harassment and victimisation of students, including sexual harassment;

Mechanism for Redressal of Grievances

The students are the main stakeholders in any institution imparting education, and it's our endeavour to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit in consideration the school have the set mechanism for Redressal of their grievances as under:

The Grievances may broadly include the following complaints of the aggrieved students

- a. Academic
- b. Non-Academic
- c. Grievance related to Assessment
- d. Grievance related to Victimization
- e. Grievance related to Attendance
- f. Grievance related to charging of fees
- g. Grievance regarding conducting of Examinations
- h. Harassment by colleague students or the teachers etc.

It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for all round development of an individual's personality to realize the primary needs of the students and staff and secure civil liberties for everybody; a grievance Redressal cell has been constituted. The cell is indented to find solutions for problems like sexual harassment –any kind of physical or mental harassment, complaints regarding class room teaching-class room management, completion of syllabus, teaching methods etc, if and when they arise. The grievance Redressal cell convenes meetings periodically and takes steps to redress the grievance.

Procedure for lodging complaint

The following procedure may be used to lodge complaint(s)

- a. The aggrieved stakeholder(s) may feel free to put up a grievance drop in box at the reception.
- b. Grievances may be sent to hapsalmora@yahoo.in
- c. The aggrieved stakeholder(s) may write to Grievance Redressal Committee, Holy Angel Public School, Khatyari, Almora 263601.
- d. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- e. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

Responsibility for Redressal

The final responsibility for grievance Redressal rests with the Principal of the School.

The school expects that grievance Redressal be time bound and result oriented. Every grievance is expected to be resolved within a reasonably period; of not more than one month.

The grievance Redressal cell of the school shall monitor status and progress of grievance Redressal and shall furnish report on grievance Redressal position to the Chairman of the school.

Powers

In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students.

In case the members fail to find out any solution then the matter is referred to the Principal / Chairman for final commitment on the matter.

Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion the matter is solved. If anybody is found to be guilty for any kind of nuisance, immediate action is being taken by the School Management.

Exclusions

- The grievance Redressal cell shall not entertain the following issues:
- Decisions with regard to award of scholarship, fee concessions, medals etc;
- Decisions made by the school with regard to disciplinary matters and misconduct.
- Decisions of the university / Board about admissions in any courses offered by the school.
- Decisions by competent authority on assessment and examination results.



Principal