

STUDENT'S GRIEVANCE CELL



COER University, Roorkee

7th K.M. On Roorkee (NH-58), Rehmampur, Vardhmanpuram, Haridwar Road,
Roorkee Uttarakhand 247 667

NOTIFICATION

Constitution of Student's Grievance Cell

As per the University Grants Commission (UGC), New Delhi, the University has established a Grievance Redressal Cell to provide a mechanism for the redressal of students' grievances and prevention of unfair practices, etc. The function of the cell is to look into the complaints lodged by any student. The Grievance cell is empowered to address matters of harassment. Anyone with a genuine grievance may approach the department members in person or in consultation with the officer in charge of the Grievance Redressal Cell. **In case the person is unwilling to appear in person, grievances may be dropped in writing at the letterbox/suggestion box of the Grievance Cell at the Administrative Block.**

Grievances may also be sent through email to the officer in charge of the Student's Grievance Cell.

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 should be constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the University by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in front of the Administrative 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 College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the Students to refrain from inciting Students against other Students, teachers and College administration.
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

Procedure for lodging complaint:

- The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it in boxes.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- Students can register their compliance through this
E-Mail: registrar@coeruniversity.ac.in

