



Ref. No. MCTE/2022/089

Date 24.02.2022

Mundeshwari College for Teacher Education

Sarari-Usri Road, Khagaul, Patna - 801105

Notification for Constitution of Grievance Redressal Cell

Ref. No: MCTE/2022/089

Date: 24th Feb 2022

Mundeshwari College for Teacher Education, a constituent unit of Aryabhata Knowledge University

There is a regular, well established and fair procedure for redressing grievances regarding academic matters, health services, library and other central services. A cell is functioning under the able guidance of the Principal in consultation with members of committee and legal expertise (if and when necessary):

- To encourage the students to express their grievances freely and frankly.
- To promote healthy student-student and student-teacher relationship.
- To promote and maintain a conducive and unprejudiced educational environment.
- To uphold the dignity of the college by ensuring strife free atmosphere in the college The following mechanism takes care of the grievances of the students :
- Grievances of the students regarding evaluation in the internal examinations.
- Grievances of the students regarding library hours.
- Grievances of the students regarding attendance and lecture shortage.

The college ensures full transparency in the process of evaluation. However, grievance if any is redressed by the examination committee. The grievance is referred to the course instructor for redressal. At the college level there is provision for:

- Re-totaling
- Re-evaluation

A Complaint Box has been installed on the campus. The grievance is taken up by the members of the committee, the case studied and discussed by the team, and the grievance redressed. No grievance has been formally presented which required going beyond the level of the faculty members for grievances regarding attendance issues.

The mechanisms for redressal of grievances with reference to evaluation both at the College and University level.

Answer sheets are shown to the students so that they can learn from their mistakes and improve upon their performance in the future examinations.

	Name	Designation
Grievance Redressal Cell sgrcmcte@gmail.com	Dr. Kumari Sunita Singh	Chairperson
	Kumari Shashi Singh	Co-Ordinator
	Dr. Dinesh Kumar	Member
	Praveen Kumar	Member
	Shambhavi Spriha	Student-Member
	Bhishm Narayan Singh	Student-Member

Sunita Singh
Principal
24/2/2022
Mundeshwari College for Teacher Education
Sarari, Patna-801105

Sarari-Usri Road, Khagaul, Patna - 801105 (Bihar)

Phone No. : 9835405284, email - mcte.patna@gmail.com, website - www.mcte.in



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Mechanism for Redressal of Grievances of Students and Staff

1. Suggestion/Complaints box is made available in the admin office and in library.
2. Once/Twice a week at least the letters dropped in these boxes are collected and forward to the Grievance Redressal committee.
3. This committee will classify the Grievance submitted into:
 - a. Academic
 - b. Non-Academic
 - c. Related to the Assessment
 - d. Related to the Attendance
 - e. Related to the Conduct of Examinations
 - f. Related to Canteen Facility
 - g. Related to Transport Facility
 - h. Harassment by other Student/s or Teacher/s
4. If the Grievance is redressable by department itself, it is passed to the department level Grievance Redressal Committee, formulated by the Principal and three members from the faculty.
5. Grievance Redressal committee collects the necessary documentation based on the type of Grievance and thoroughly discussed to implement redressing mechanism.
6. Grievance Redressal committee decides the action to be taken for the Redressal.

Procedure for Submitting Grievance

1. The students may feel free to put-up a grievance in writing and drop it in the suggestion boxes, which are available in each block.
2. The grievance can be submitted by anybody with all the details about him attaching the necessary documentation.
3. The grievance is only mentioned and identity is not given some times.
4. Such anonymous grievances are also considered by the committee. Moreover grievances can also be submitted through the website.
5. The Grievance Redressal committee will act upon those cases which have been forwarded along with the necessary documents.
6. The Grievance Redressal committee ensures solution for any grievance within a stipulated time limit.
7. The grievance can be submitted only on the e-mail id sgrcmctc@gmail.co and on our website www.mcte.in

Dr. Kumari Sunita Singh
Principal
Mundeshwari College for Teacher Education, Patna
24/12/2022
Principal

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