

Students Grievance Redressal Cell (SAMRAKSHA)

Title: “Student Grievance Redressal – Significance & Vitality Programme”

Date: 15th September, 2022

Resource Person: Dr. Sumera Aluru & Prof. Ameer Asra Ahmed

Topics Covered:

- Introduction to the Students’ Grievance Redressal cell
- Vision and Mission of the Cell
- Objectives of the Cell
- Procedure for resolving the students’ grievances
- Grievance Redressal techniques
- Basic ways of grievance handling for students
- Student – Student grievance solving techniques

Summary

A Students’ grievance cell awareness programme was conducted on 15th September, 2022 for MBA 2nd Semester Section B students. The students were briefed about the purpose and objectives of the Students’ Grievance Redressal Cell. They were also briefed about the procedure for lodging any kind of grievances with the cell head/ cell members. The students were shown the particulars included in the Grievance Redressal form and were asked to contact any of the cell members in order to obtain the form. The last bit of the discussion was on identifying some of the common grievances of the students. In addition to creating awareness about the students’ grievance redressal cell, Dr. Sumera also briefed the students about the techniques for grievance handling. She spoke about the ABC of communication and how to keep the communication doors open between ourselves so as to sort out the issue and work together in harmony. She also spoke about basic ways of grievance handling for students and Student – Student grievance solving techniques.

Organized by: Students Grievance Redressal Cell

Venue: Room No. 503, 5th Floor, Building No. 13

Faculty Attended: 02

Students Attended: 60

Photographs



Photo 1: Objectives of Student Grievance Redressal Cell



Photo 2: Procedure for Lodging Complaint in Student Grievance Cell



Photo 3: Students being attentive towards the session on Student Grievance Cell



Photo 4: Speakers interacting with the students during the session