**ST. JOSEPH’S TRAINING COLLEGE, PAVARATTY**

**RULES AND REGULATIONS OF GRIEVANCE REDRESSAL CELL**

Grievance Redressal Cell is constituted to ameliorate the complaints of students and to suggest solutions regarding the complaints. The regulations aim at addressing and effectively resolving grievances of students.

1. Students can give their grievances regarding any academic and non-academic matter within the campus
2. They can give their grievances through online or drop their complaints in the grievance box.
3. Provision for students to submit grievances through online is [sjtcpavaratty@yahoo.co.in](mailto:sjtcpavaratty@yahoo.co.in)
4. Students’ grievances are addressed within 7 days of receiving the complaint.
5. **“Grievances”** include the following complaints of the aggrieved students, namely:
6. Making admission contrary to merit determined in accordance with the declared admission policy of the institution;
7. Irregularity in the admission process adopted by the institution;
8. Refusing admission in accordance with the declared admission policy of the institution;
9. Non publication of prospectus, (either hard copy / online) as specified in these regulations;
10. Publishing any information in the prospectus, which is false or misleading, and not based on facts;
11. Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a students for the purpose of seeking admission in the institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
12. Demand of money in excess of that specified in the declared admission policy to be charged by the institution;
13. Breach in reservation policy in admission as may be applicable;
14. Nonpayment or delay in payment of scholarships to any student that the institution is committed, or under any government agency.
15. Delay in conduct of examinations or declaration of results beyond the specified schedule in the academic calendar of the University;
16. On provision of student amenities as may have been promised or required to be provided by the institution;
17. Non transparent or unfair evaluation practices,
18. Refund of fees, in case a student withdraws the admission within the stipulated time as mentioned in the prospectus, as notified by the University/ Government from time to time