

Students' Grievance and Counseling Cell

The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance and Counseling Cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the members in person, or the Director/Chairman.

In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance and Counseling Cell at Administrative Block. Grievances may also be sent through e-mail to the Chairman of Students' Grievance and Counseling Cell at grievance@pioneerinstitute.net

Objective:

The objective of the Grievance Cell and Counseling Cell is to develop a approachable and answerable attitude among all the students in order to preserve a harmonious educational environment in the institute.

The Grievance and Counseling Cell is constituted for the redressal of the problems reported by the Students of the Institute with the following objectives:

- Upholding the dignity of the Institute by ensuring free atmosphere in the Institute through promoting pleasant Student-Student relationship and Student-Faculty relationship.
- Encouraging the Students to communicate their grievances / troubles freely and openly, without any fear of being mistreated.
- Suggestion / complaint Box are installed in the Library related to Grievance and Counseling Cell in the Administrative Block in which the Students, who would like to remain unidentified, can forward their views in writing, their grievances and their submissions for improving the Academics / Administration in the Institute.
- Counsel Students of the Institute to value the right and dignity of one another and show utmost self-control, esteem and tolerance whenever any circumstance of gap arises.
- Advising all the Students to refrain from provocative Students against other Students, Faculty Members and the Management.
- Advising all staffs to be affectionate to the Students and not behave in a malicious, bitter, unkind and hurtful manner towards anybody for any reason.
- Ragging is a crime and in any form is strictly prohibited in and outside the institution. Any violation and breach of ragging and disciplinary rules should be directly brought to the notice of the Principal.

Scope:

The cell deals with Grievances received in writing / or on mail from the students about any of the following matters:-

- Academic Matters: Related to timely issue of duplicate Mark-sheets, Course Completion, Faculty Feedback, Transfer Certificates, Conduct Certificates any discrepancies or other examination related matters.
- Financial Matters: Related to dues, Fees and payments for various items from library, hostels etc.
- Other Matters: Related to certain misgiving about conditions of sanitation, cleanliness, preparation of food in canteen and hostel, availability of transport, victimization by faculty members, seniors etc.

Functions:

- The cases will be attended without delay on reception of written grievances from the students or grievances received on mail.
- The grievance cell formally will review all cases and will prepare reports about the number of cases received
- The cell will give report to the Authority/ Management/Director about the cases attended to and the number of awaiting cases, if any, which require direction and guidance from the higher authorities.

Procedure for lodging complaint:

- The students may feel free to put up a grievance in writing and drop it in boxes or on **grievance@pioneerinstitute.net**
- The Grievance Cell will proceed upon those cases which have been forwarded to the Members along with the necessary documents.
- The Grievance and Counseling Cell will guarantee that the grievance has been correctly solved in a predetermined time bound provided by the cell.

The Composition of the Grievance and Counseling Cell is as follows:

- Principal Dr. CA P.K. Jain
- Executive Director Dr. CA Prashant Jain
- Director & In charge Grievance & Counseling Cell Dr. Mona Tawar
- Grievance & Counseling Cell Coordinator: Mr. Anurag Tagde
- Lady Faculty Member: Ms. Kumkum Sinha
- Alumni Nominee: Mr. Sharique Sohail Khan , Ms. Apurva Yadav
- Student Representative: Mr. Maharshi Dubey, Mr. Vishal Gautam, Ms. Tanuja Bisht

Some of the grievances redressed during the last four years are listed below:

- Grievances of the students staying in the hostel regarding the mess and quality of food; resolved by changing the cook
- Grievances of the students regarding library hours resolved by extending the timings of the library
- Grievances of the students regarding attendance and lecture shortage; resolved by providing extra lectures
- Grievance regarding supply of cold water; resolved by providing water coolers installed at convenient place