

TETSO COLLEGE
Grievance Redressal Committee (GRC)
CONSTITUTION

The **Grievance Redressal Committee (GRC)** of Tetso College is a mandatory mechanism established to address and resolve complaints or grievances raised by students, staff, or other stakeholders within the institution. Its primary purpose is to create a safe, fair, and transparent academic environment by addressing the grievances of all stakeholders in a structured and time-bound manner.

Purpose and Objectives:

The Grievance Redressal Committee (GRC) is constituted to provide a mechanism for students, staff, and other stakeholders to express grievances, resolve conflicts, and ensure a just, fair, and impartial environment within the college community. The objectives of the GRC are to:

1. Address and resolve grievances raised by students, teaching and non-teaching staff in a structured and time-bound manner.
2. Create an environment of mutual respect and discipline.
3. Uphold principles of natural justice and transparency in grievance handling.
4. Strengthen the bond between stakeholders and the institution by ensuring responsiveness and fairness.



Principal

Scope:

The GRC shall handle grievances related to:

- Academic issues
- Administrative problems
- Facilities and infrastructure
- Behavioral issues including harassment (excluding cases under Anti-Sexual Harassment Committee or Anti-Ragging Committee)
- Any other matter affecting students or employees within the college framework.

Functions and Responsibilities:

- Receive, acknowledge, and review grievances submitted by stakeholders.
- Hold meetings to discuss and resolve grievances at the earliest.
- Maintain confidentiality and sensitivity regarding the issues raised.
- Recommend necessary actions to the competent authority.
- Record proceedings and maintain minutes of meetings.
- Submit annual reports to the Principal/IQAC for review.



Principal

Procedure for Grievance Redressal:

1. **Submission:** Grievances may be submitted online via <https://bit.ly/TetsoGRC> provided by the college.
2. **Acknowledgment:** Grievances shall be acknowledged within 5 working days.
3. **Inquiry:** The Committee will investigate and discuss the grievance with concerned parties.
4. **Resolution:** The GRC will provide a resolution within 15 working days, wherever possible.
5. **Appeal:** If unsatisfied, the complainant may appeal to the Principal, whose decision shall be final.

Meetings:

- The Committee shall meet as and when required, preferably once every two months or more frequently in case of urgent grievances.
- Emergency meetings can be convened by the Chairperson.


Principal
 Principal
TETSO COLLEGE



Sovima, 5th Mile, Chümoukedima - 797115, Nagaland, India

Ph: +91 7005998089, Email: contact@tetsocollege.org

Website: www.tetsocollege.org

Tetso College is NAAC accredited and recognised by the UGC

Confidentiality:

All proceedings of the GRC shall be strictly confidential. Breach of confidentiality by any member may result in removal from the Committee.

Amendments:

Amendments to this Constitution can be made with the approval of the Principal and Governing Board of Tetso College.


Principal

 Principal
TETSO COLLEGE

TC-1/GRC/2025/137

6th June, 2025

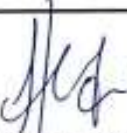
Grievance Redressal Committee(GRC)

We are pleased to induct the following members into the Grievance Redressal Committee(GRC) of Tetso College for the 2025-2026 academic year:


Position	Designation	Name & Contact Information
Chairperson	Principal	Dr Hewasa L Khing , 8974021963, hkhing@tetsocollege.org
Coordinator	Senior Faculty Representative	Dr Kahor Raleng (HoD- Music and Mass Communication), 9862897959, kraleng@tetsocollege.org
Member Representatives from Various Levels	Management Representative - Chairman	Kvulo Lorin , 9774010978, klorin@tetsocollege.org
	Governing Board Representative	Er. V G Sugathan , 9436060631, vgsugathan205@gmail.com
	Management Representatives - Vice Principals	Dr Rosy Tep , 9862421261, rosy@tetsocollege.org
		Dr Amar Ranjan Dey , 9436605936, adey@tetsocollege.org
	Dean Representatives	Dr Temsukumla Ao (Asst. Dean, Social Sciences), 883734 9195, temsukumla@tetsocollege.org
Talinungsang (Asst. Dean, Computer Science & Skill Development),		

Principal 
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		8974320789, talinungsang@tetsocollege.org
	SC/ST/OBC Faculty Representative	Dr Nouzhienino Peseyle (HoD, Psychology), 9402764005, nouzhienino@tetsocollege.org
	Non-teaching staff Representative	Gloris Odyuo (Manager, Housekeeping, Maintenance & Services) 9615759188, gloris@tetsocollege.org
	IQAC Representatives	Dr Anjan K Behera (IQAC Coordinator & Dean), 9366825779, abehera@tetsocollege.org
		Asani (Asst. IQAC Coordinator, Asst. Professor, Management), 7005808752, asani@tetsocollege.org
	Student Representative	Watso Kapfo (President, Tetso Students Council), watsho@tetsocollege.edu.in
	Parent Representative	Ghusheli Aye , 9436074811, ghusheli.bbcm@gmail.com
	Legal Advisor Representative	Deborah Keppen , Advocate 9862861813 deborahkeppen@gmail.com


Dr Hewasa L Khing
Principal

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TETSO COLLEGE


Dr Anjan K Behera
IQAC Coordinator & Dean

 Principal