

## GRIEVENCE REDRESSAL POLICY

### Objective-

The objective of this policy is to provide a fair and transparent mechanism for addressing grievances of students, staff, and stakeholders of Maa Jalpa Devi Government College, Taranagar, ensuring prompt resolution and maintaining a harmonious academic environment.

### Scope-

This policy applies to all students, teaching and non-teaching staff, and stakeholders associated with Maa Jalpa Devi Government College, Taranagar.

### Grievance Categories-

Grievance may include, but are not limited to:

- Academic issues
- Administrative concerns
- Discrimination or harassment
- Infrastructure or facility-related matters
- Others are deemed appropriate

### Grievance Redressal Committee-

A Grievance Redressal Committee will be constituted comprising faculty members, administrative staff, and student representatives. The committee shall be responsible for receiving, reviewing and resolving grievances in fair and unbiased manner.

### Filing a Grievance-

Students, staff or stakeholders may file a grievance in writing to the Grievance Redressal Committee within a specified timeframe, along with supporting documents or evidence, if any.



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## **Grievance Resolution Process-**

Upon receipt of a grievance, the Grievance Redressal Committee shall:

- Acknowledge receipt of the grievance promptly.
- Conduct a thorough investigation into the matter.
- Provide an opportunity for the aggrieved party to present their case.
- Endeavour to resolve the grievance within a reasonable timeframe.
- Communicate the decision and any remedial actions taken to the aggrieved party.

## **Confidentiality and Impartiality-**

All grievances will be handled with utmost confidentiality, and the committee members shall maintain impartiality throughout the process.

## **Appeal Process-**

In the event the aggrieved party is dissatisfied with the decision of the Grievance and Redressal Committee, they may appeal to the higher authorities within the college hierarchy.

## **Review and Monitoring-**

The effectiveness of this policy shall be periodically reviewed and necessary modifications shall be made to ensure its efficiency in addressing grievance promptly and fairly.

## **Dissemination of Information-**

The Grievance Redressal Policy shall be widely disseminated among students, staff, and stakeholders through appropriate channels, including the college website notice boards, and orientation sessions.

## **Compliance-**

All members of Maa Jalpa Devi Government College, Taranagar are required to comply with this Grievance Redressal Policy and cooperate with the Grievance Redressal Committee in its implementation.



  
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