



राजकीय महाविद्यालय राजगढ़ अलवर


## Grievance Redressal Policy


- Protection of human rights is essential for all round development of an individual's personality. To realize the primary needs of the student and staff and secure civil liberty for everybody, a Grievance Redressal Cell has been constituted in the Government College Rajgarh. The cell is intended to find solution for grievances like sexual harassment, or any kind of physical or mental harassment, complaints regarding classroom teaching, classroom management, completion of syllabus, teaching methodology, infrastructure maintenance and upgradation etc. The Grievance Redressal Cell has been set in the college to genuinely understand the grievances of students and parents and to ensure remedial action. The functions of the committee are to look into the complaints lodged by any student, and judge its merit. Anyone with a genuine grievance may approach the grievance redressal committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the officer in-charge of students' Grievance Redressal Committee or principal.

### **Objective:**

The primary objective of the Grievance and Redressal Cell is to promote and maintain a conducive and harmonious educational environment among the students. The Students' Grievance and Redressal Cell is constituted for the redressal of the issues reported by the students of the College.

- Grievance and Redressal cell is established in order to maintain a healthy working atmosphere amongst staff, students and parents.
- This cell facilitates students to record their complaints and redress their problems, related to academics, services and personal grievances freely and frankly without any fear of victimization.

  
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- To maintain the dignity of the college by ensuring conflict free atmosphere and promoting healthy student relationship among themselves and with the staff.
- To ensure effective resolution regarding student grievances in a fair and transparent manner.
- Sensitizing students of the College to respect each other's sentiments and be patient, whenever any occasion of conflict arises among them.
- To counsel the students to refrain from stirring up unrest against other students, teachers and College administration.
- Any violation of ragging rules should be urgently brought to the notice of the Principal.
- Ragging Complaints, if any will be dealt by the anti-ragging committee of the college.
- Woman sexual harassment complaints will be dealt as per government guidelines by the Anti-sexual Harassment Cell of the college.

**Scope:**

The cell will deal with Grievances received in writing from the students on the following matters:

- Academic Matters: Related to timely issue of Mark-sheets, Transfer Certificates, or other examination related matters.
- Financial matters: Related to dues and payments for admission, fines etc.
- Other Matters: Related to certain issues about proper sanitation, classroom accommodation, canteen facilities, computer facility, fairness or victimization from teachers in evaluation etc.

**Functions:**

- Complaint Boxes have been installed in the College campus in which the Students, who want to remain anonymous, can put in writing their grievances and their suggestions for improving the academics/administration in the College.
- Students can lodge a complaint either to principal or to the members of student grievance redressal cell.



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- The person concerned can personally approach in person any member of the Cell or can send e-mail, phone or written application and submit to Cell Convener for grievances of any form.
- The cases will be attended promptly on receipt of grievances from the students.
- The cell will review all cases and will act formally and diligently accordingly as per the student's grievances and redressal policy of the college.
- The cell will give report to the higher authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.


#### Exclusions

The student's grievance Redressal cell will not entertain the following issues:

- Decisions of the executive council, academic council, board of studies and other administrative or academic committees constituted by the affiliating university.
- Decisions with regard to award of scholarship, fee concessions, medals etc.
- Decisions made by the affiliating university with regard to disciplinary matters and misconduct.
- Decisions of the affiliating university about admissions in any courses offered by the college.

#### Role & Responsibilities:-

- To implement the students grievance redressal policy & cell (UGC regulation 2012) at the Institute.
- To make stakeholders of institute aware of the system.
- To create a free atmosphere & transparent mechanism for the students to point out their issues/ concerns or suggestions.
- To ensure the fair and timely resolution of the complaints.

  
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- Redress the complaints and to take actions in the benefit of students and the institute.


#### Procedure for lodging a grievance:-

- The setting of the Grievance Redressal Committee for students will be widely published.
- The students may feel free to put up a grievance in writing and drop it in the complaint box or submit in office or to any teaching faculty or to class coordinator.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / Complaint Box is installed in premises in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- The GRC will act upon those cases which have been forwarded along with the necessary documents.
- The GRC will take up only those matters which have not been solved by the different departments.
- Grievances related to fees etc will be taken up only if the relevant financial document are attached.

#### Establishment of a Grievance Redressal Committee:-

In order to comply with the UGC, CCE and affiliating University of Raj Rishi Bharthari Matsya University (R.R.B.M.U) for addressing, student or parent's grievance in Government College Rajgarh, "Grievance Redressal Committee" of college has been constituted to enquire the nature and extent of grievance. The committee can suggest to the final action to be initiated at the institutional level for the redressal of the same.

  
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