

GOUR MOHAN SACHIN MANDAL MAHAVIDYALAYA



GRIEVANCE REDRESSAL POLICY



INSTITUTIONAL POLICY TOWARDS GRIEVANCE REDRESSAL

The college is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system for its students, which is easily accessible and offered to complainants at no charge. This policy has been framed in line with the provisions of the “University Grants Commission Grievance Redressal Regulations, 2012” of India (hereinafter referred to as the “the Act”) and The University Grants Commission Grievance Redressal Regulations, 2018” of India (https://www.ugc.gov.in/pdfnews/1406982_Public-Notice-on-Grievance-redressal.pdf) Accordingly, while the policy covers all the key aspects of the Act, for any further clarification reference shall always be made to the Act and the provisions of the Act shall prevail.

POLICY STATEMENT

The college is committed -

- a) To develop a culture of understanding, addressing and providing quick redress to grievances and take steps to prevent recurrence of such incidents;
- b) To set in place a grievance handling system that is student focused;
- c) To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- d) To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized and;
- e) To ensure that there is a consistent response to grievances.

ABOUT THE GRIEVANCE REDRESSAL CELL

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement.

The students can state their grievance regarding any academic and/or non-academic matter within the campus through the online and grievance/suggestion box.

The institution aims at solving the grievances of the students within a stipulated time.

The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.

The composition of the Grievance Redressal Cell is as per the UGC (Grievance Redressal) Regulations, 2018.

ENCOMPASSMENT UNDER GRIEVANCE DEFINITIONS

a) 'Grievance' is defined as a student's dissatisfaction with respect to any aspect of the College's activities and services.

b) 'Person' referred herein shall mean a student on the rolls of the College.
Types of Student grievance:

These grievances can be in the nature of:

- a) Grievances that are academic in nature
- b) Against faculty
- c) Grievance related to examination
- d) Grievance related to amenities & services
- f) Grievance related to student conflicts.

RESPONSIBILITIES OF THE COLLEGE

- The college guarantees a strong redressal mechanism for student grievances.
- As mandated by the government, a grievance mechanism is in place to resolve any academic or administrative complaints. The college's code of conduct applies to all students.
- Our institution has a zero tolerance policy for any form of ragging or sexual harassment.
- Our institution strictly adheres to all norms against sexual harassment, ragging, and other offences as issued from time to time by the state and federal governments.
- Abuse on social networking sites will be severely punished.

- Any offence discovered through CCTV surveillance is punishable.
- Students who violate the code of conduct will be given a fair hearing at the Departmental level.
- The institution does not tolerate ragging or sexual harassment.

MECHANISM OF GRIEVANCE REDRESSAL

Informal Resolution before an issue becomes a formal grievance:

a) Students will be encouraged to resolve concerns or problems directly with the person(s) / Department concerned through personal discussions /counselling.

b) Aggrieved students should first approach the respective Departmental Head who will informally try to resolve the problem. Wherever necessary, the Departmental Head may seek guidance from the appropriate authority for the purpose. The complainant can write a complain and drop in the Drop Box or fill up the Complaint(s)/Grievance(s) Google Form from the College website. The concerned Redressal Committee would recommend the action(s) for redressal of the complaint(s)/grievance(s). The Members of the concerned Committee will closely monitor the time bound progress of the recommended actions.

Grievance Redressal form is available on the college website:
<https://www.gmsmmahavidyalaya.ac.in/page.aspx?id=236>

The Internal Complaints Committee will closely work in accordance with the UGC (Grievance Redressal) Regulations 2018