

Policy Document

on

Grievance Redressal Mechanism

(2020-21)

Ismail National Mahila P.G. College, Meerut

To promote the welfare of students a systematic mechanism for the redressal of students' grievances related to academic and non-academic matters is functioning in the college, as per the rules and Regulations issued by UGC. Ismail College has created a grievance redressal cell at institutional level for addressing the grievances of students. It looks into general and academic complaints of the students. It promptly tries to offer solutions for their redressal in periodical meetings of the committee.

If a student has any grievance, she may approach the Teacher in charge/Mentor/Incharge of dept./Dean student welfare. If it doesn't get resolved there, the matter may be reported to the principal who refers it to the grievance redressal cell. The cell looks into the grievance and makes its recommendations to the Principal.

Objectives :

1. To create a platform where the students can raise their problems about academic and non-academic matters.
2. To ensure a fair, impartial and consistent mechanism for redressal of varied issues being faced by the students.
3. To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
4. Advising students/staff of the institute to respect the right and dignity of one another and show utmost restraint and patience wherever any occasion of rift arises.
5. To make officials of the college responsive, accountable and courteous in dealing with students.
6. Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the principal. Ragging complaints will be handled as per ragging rules.
7. Women harassment complaints will be handled as per government guidelines by respective section.

Awareness Policy

The institution has its fix policy to undertake various measures to create awareness to avoid the cases of grievances. The awareness among the students and the staff has been created through-

Scope

The cell will deal with grievance received in writing from the students about any of the following matters.

- **Academic related Issues** : Admissions, Examinations, Evaluation, Library Facilities Issuance of certificates, Add-on course, research related issues, Teaching and non-teaching staff related issues etc.
 - **Extensions & Extra Curricular** : Award of non-academic credits, physical education, Alumni registration etc.
 - **General Administrations** : Collection of fee-on-line fee payment gateway, ID cards, Scholarship, HR related issues.
 - **Placements & Internships** : On-campus or off-campus interview, soft skills training, Internship etc.
 - **Amenities & Maintenance** : Infrastructure, Wi-Fi internet connectivity Canteen, Computer facilities Drinking water, Sanitation & hygiene, Medical facilities etc.
 - **Others related issues** : Sexual Harassment, Ragging safety & Security, Discipline etc
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- Prospectus
 - Undertaking of students and parents at the time of admission
 - Institutional website
 - On campus display of rules, regulations and punishments

Grievance Redressal Mechanism

In order to address the grievances regarding academic matters, a four level redressal provision is there. Complaints regarding evaluation shall be brought to the notice of the teacher concerned is there. If the student is not satisfied with her decision, she may appeal to the department Incharge. The student will also have the freedom to make a further appeal to the college level Grievance Redressal cell. If the student is not satisfied, she may appeal to the university level Grievance Redressal Cell. The verdict of the

university level Grievance Redressal Cell shall be final. Complaint boxes have been installed in 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. The person concerned can personally approach to any member of the cell and can send email or write an application and submit to committee convenor for Grievance of any sort. The committee attend the cases promptly on receipt of Grievances from the student.

Exclusions

The Grievance Redressal Committee shall not entertain the following issues.

- Decisions of the executive council, academic council, board of studies and other administrative or academic committee constituted by the university.
- Decisions with regard to award of scholarship, fee concessions, medals etc.
- Decisions with regard to the recruitment and selection.
- Decisions by competent authority on assessment and examinations result.

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Ismail National Mahila PG College, Meerut
Grievance Cell (2020-2021)

Sr.No.	Grievances	Date of Grievance	No. of Application Received
1	Application received for cleanliness inside the classes	08.12.2020	2
2	Application received for clashes of class during the academic session	12.02.2021	2
3	Examination and result related Grievances	25.11.2020 25.11.2020 08.02.2021 25.02.2021	4

The Grievance Redressal cell of the college circulated a circular in the college on the beginning of the session. The students are asked to register their grievances to the concerned teachers.

Some students complained about the cleanliness of the classroom. Dr. Pooja Rai, incharge of the Grievance cell, informed to the principal regarding the complains. College building maintaince committee was informed about the complaint of the students regarding the cleanliness of the classrooms and to take proper action to solve the issue.

Some students of the college have also raised the issue regarding class clash of their subject and requested that such arrangements should be made to make their classes running smoothly. It was decided in the meeting that the Time table committee will take proper steps to make it possible in the benefit of the students.

There are four applications received regarding the examination and result related issue like the missing marks in internal and annual mark sheet, wrongly filled examination form, result not declared or university portal related issue etc.. For solving of this issue there had been a meetings held in Principal office with the principal and issues were resolved.

Grievance Appeal and Redressal Committee Members:

SI No.	Name	Nominated as
1.	Dr.Pooja Rai	Incharge
2.	Dr.Vinita	Member



Incharge
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