



Grievances Redressal Policy

Preamble

In order to develop a harmonious and stress-free environment of teaching and learning, an academic institution essentially needs some mechanism for addressing the grievances of students and teaching or non-teaching staff. Under the UGC Regulations 2012 (The Gazette of India March 2023-29, 2013), to resolve the issues regarding Academics, Admission, Examination, Hostel and Infrastructure related problems which affect the students, J.H. Govt. PG College Betul aims to solve the grievances of the students and staff within stipulated academic and non-academic matters within the campus through the online grievance/ suggestion box. The institution aims at solving the grievances of the students within the stipulated time.

Objective:

The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time for further strengthening the bond of the students with the institution by providing them with all kinds of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning. This includes grievances related to admission, fees, hostel, timetable, canteen, assessment, attendance, library, sports and harassment by students and teachers or colleagues of all kinds.

Mechanism:

- A complaint box is installed in the institution. Students can complain through email or direct in hard copy to the Principal.
- They can drop their complaint in the drop box.
- The complaint box is opened by the committee twice a month.
- The students could register their complaints through the CM helpline also. The Grievance Redressal Committee (GRC) shall consider only individual grievances of the specific nature of students and staff.



- The GRC shall not consider any grievance of general applicability or collective nature raised collectively by more than one employee/student.
- Post receipt of the complaint/application, the committee will decide on the merit of the case regarding the scope of further discussion investigation and act promptly.
- The GRC may mediate between the complainant and the defendant against who the complaint has been made if required.
- GRC shall consider redressing grievances within a reasonable time.
- The cell will report to the authority about the cases attended to and seek guidance from the higher authorities if required.

Procedure

- The setting of the Grievance Redressal Committee for students will be widely published.
- The students may feel free to put up a grievance and drop it in boxes placed at conspicuous locations.
- The Grievance Redressal Committee will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Redressal Committee 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 documents, like demand drafts etc., are attached.
- In case of any grievance, the members of the cell are empowered to sort out the problems at their level through discussion with students.
- In case the members fail to find out any solution, then the matter is referred to the principal for final comment on the matter.
- Considering the nature and depth of the grievances, the due inquiry is made by the members of the cell and through personal discussion, the matter is solved.



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- If anybody is found to be guilty of any kind of nuisance, he or she is given punishment with due consideration by the principal. The nature of punishment includes verbal as well as written warnings, information to the parents, financial punishment, information to the police (if the situation arises for so) and expelling from the college as per the rule of the university.