



SHRI RAM COLLEGE, MUZAFFARNAGAR, (UP)

Grievance Redressal Policy

Introduction:


In an educational institute the grievance of any kind should be addressed immediately without failure. Protection of students' and employees' rights is essential duty of all in the College administration. Realising this need from all stakeholders, a 'Grievance Redressal Cell' (GRC) has been working in college since 2011-12. In the year 2018-2019a GRC has been constituted according to the Government guidelines. The GRC is intended to receive grievances and find solutions of the problems e.g., complaints regarding class room teaching, class room management, completion of syllabus, teaching methods, university related complaints, fee related complaints, complaints against administrative procedures, ragging, harassment etc, as and when they arise.

The GRC has a mechanism to work on redressing the grievance. It convenes periodical meetings and discusses the proper functioning of the machinery of the College. The function of the cell is to look into the complaints lodged by complainant and judge it on its merits. The Grievance Redressal Cell is also empowered to look into matters of harassment. Anyone with a genuine grievance is free to approach in person, or through the HoDs. In case the person does not feel comfortable to appear in person, grievances may be dropped in writing in the complaint box/ suggestion box. Grievances may also be forwarded through e-mail to the Convener or Member of Grievance Redressal Cell.

Constitution of GRC:

The GRC established in 2019 in college with the purpose to complaints of students relating to college.

1. The GRC of the college is constituted involving senior teaching faculty as its members. The Principal being Chairman nominates its members. The Committee comprises not less than three members and maximum five members. Care is taken to select staff members from each stream.
2. The quorum for meeting is three including the Chairperson.
3. Taking grievances under consideration the committee follows the principles of indiscrimination and natural justice.


Co-ordinator
IQAC, Shri Ram College,
Muzaffarnagar


Principal
Shri Ram College
Muzaffarnagar



4. The GRC informs about its decisions and recommendations, if any of its nature, to the Management Committee through the Secretary.
5. Two student members are also nominated in the cell on the basis of their performance and representation.
6. The tenure of the Committee is of two years but student members will be nominated only for one year tenure.

COMPOSITION


The composition of GRC of Shri Ram College is as follows:


| | |
|---------------------------------|------------------|
| Principal | Chairperson |
| Professor / Associate Professor | Member Secretary |
| Assistant Professor | Member |
| Assistant Professor | Member |
| Assistant Professor | Member |
| Student Representative | Member |
| Student Representative | Member |

OBJECTIVES

Following are the important objectives of GRC: -

1. To develop a systematic framework to resolve grievances of students providing them with an access to get their grievances resolved.
2. To make students feel free and comfortable in sharing their problems through a structured interaction with them.
3. To make the students aware of their duties and responsibilities to get benefitted from the current policies and to help find out systemic flaws in the administrative process.
4. To receive suggestion / complaint / grievances through any means maintaining anonymity of aggrieved through complaint Box where they can put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
5. To make students aware of the menace of ragging, reducing the threat of ragging/ harassment/ atrocities in any form.
6. To form a monitoring mechanism to observe the functioning of the Grievance Redressal Policy.


 Co-ordinator
 IQAC, Shri Ram College,
 Muzaffarnagar


 Principal
 Shri Ram College
 Muzaffarnagar



7. Creating confidence in the students to express their grievances / problems freely and frankly, without any fear of discrimination.

SCOPE

The scope of Grievance Redressal Cell covers all the Grievances received from the students in writing regarding the following matters:

Academic: Matters related to academic issues such as class schedules, time table, attendance, internal examination, internal marks, transfer certificate, character certificate and other university related matters.

Financial: Matters related to fee, dues and payments for various items as uniform/ Id cards, library fee/ fines, hostel dues, etc.

Library: Matters related issue/ return of books, reference books, journals & magazines, syllabus, photocopy, university question papers, reading room facility and digital library.

Hostel and Mess: Matters related to hostels and mess, food quality etc.

Other: Related to sanitations, canteens in the canteen, availability of transport, ragging, sexual harassment etc.

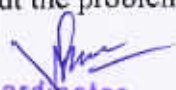
FUNCTIONS

1. The GRC attends each and every case promptly on its receipt in written form of grievances.
2. The cell reviews its performance and prepares its reports on half yearly / every semester bases.
3. Although The GRC makes its full efforts to resolve all the grievances in its capacity, still the cases which may require direction and guidance from the higher authorities, are sent to them.

POWERS

The Cell is empowered to

- sort out the problems at their level through discussion with students.


Co-ordinator
IQAC, Shri Ram College,
Muzaffarnagar


Principal
Shri Ram College
Muzaffarnagar



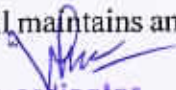
- referred to the principal for final comment on the matter, In case, the members fail to find out any solution
- Make due inquiry by the members considering the nature and depth of the grievances.
- Punish anybody if he/she is found to be guilty for any kind of nuisance. He or she is given punishment with due consideration with the principal. The nature of punishment includes verbal as well as written warning, information to the parents, financial punishment, information to the police (if situation arises for so) and expelling from the college as per the rule of the university.

Procedure for lodging complaint:

- The student is free to put up a grievance in writing/ verbal or in the format available in the Grievance Redressal Cell and submit to their Mentor/ HoD of concern department/ Proctor/ Principal and IQAC or drop it in suggestions box placed various points like college office, library, hostels, departments and Grievance Redressal Cell.
- The Grievance Redressal Cell acts upon those cases with immediate effect which have been forwarded along with the necessary documents.
- The Grievance Redressal Cell assures that the grievance has been properly addressed and resolved in the stipulated time.

Process for addressing the Grievance:

1. Upon receipt of complaint, the member secretary of the Committee, based on the nature of the complaint and severity of its possible impact, may take one of the two options to proceed on a addressing the concerns while keeping the Chairperson, GRC Copied in all communication:
 - a. Option 1 which can be exercised on matters that could be more routine operation:
 - i. The cell may address the issue directly with the help of the concerned department.
 - ii. Once the matter has been resolved the cell will send a final update to the complainant on the matter.
 - b. Option 2 If matter is of very serious concern, in consultation with the Chairperson:
 - i. A meeting of the GRC may be called with the suitable quorum for the meeting.
 - ii. Final decision of the GRC has to be communicated to the student within stipulated time of the receipt of the complaint.
 - iii. The cell communicates the decisions to the concerned parties/departments.
2. The cell maintains an updated record of all complaints, actions taken and closure status.


 Co-ordinator
 IQAC, Shri Ram College,
 Muzaffarnagar


 Principal
 Shri Ram College
 Muzaffarnagar



3. In case the complaint has been made against a member of the GRC or a member of the Appeal committee for GRC, the concerned member will be barred from participating in any proceedings till the case have been closed.
4. The committee recommends appropriate action against complainant(s), if complaints made are found to be baseless or trivial.

Re-appeal:

1. Aggrieved parties who are not satisfied with the decision of the committee, may appeal to the GRC for review of decision within 15 working days.
2. The decision of the Appeal Committee, in such matters shall be final and there shall be no further appeal in the matter.


Co-ordinator
IQAC, Shri Ram College,
Muzaffarnagar


Principal
Shri Ram College
Muzaffarnagar

