

PT. MOHAN LAL S.D COLLEGE FOR WOMEN, GSP.

GRIEVANCE REDRESSAL POLICY

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and to institute a monitoring mechanism to oversee the smooth functioning of the College as per requirement. The students can state their grievance regarding any academic and non- academic matter within the campus through the grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated time.

OBJECTIVES:

- 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.
- To provide the students access to immediate, hassle-free recourse to have their grievances redressed.
- To realize the primary needs of the students.
- To concentrate on the sound mental health of the students.
- To identify systemic flaws in the design and administration of various departments and to seek solutions thereon.
- To institute a monitoring mechanism to oversee the smooth functioning of the College.

MECHANISM OF GRIEVANCE REDRESSAL POLICY:

- Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff.
- The GRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.
- Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.


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- The GRC may mediate between complainant and defendant against who the complaint has been made, it required.
- GRC shall consider redressing of grievances within a reasonable time.
- The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

SCOPE:

The students may lodge grievance about any academic and non- academic matters related

- Physical or mental harassment.
- Complaints regarding class room teaching, class room management, completion of syllabus, teaching methodology, infrastructure maintenance and upgradation, etc. if and when they arise.
- Complaints regarding sanitization, cleanliness and proper water facility of washrooms.
- Complaints or issues in Time-table for their respective classes.

PROCEDURE FOR FILING COMPLAINT:

- The students may feel free to drop the writing (can be anonymous if required) in the grievance/ suggestion box.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.


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