



GRIEVANCE REDRESSAL POLICY



**SANATAN DHARM COLLEGE,
MUZAFFARNAGAR (U.P.) INDIA**

AFFILIATED TO MAA SHAKUMBHARI UNIVERSITY, SAHARANPUR



FROM THE PRINCIPAL'S DESK

I hope this message finds you in good health and high spirits. As the Principal of S.D. College, I want to emphasize our commitment to creating a harmonious and supportive environment where every individual can thrive academically, professionally, and personally.

In our pursuit of excellence, it is essential to recognize that grievances may arise from time to time. We understand that addressing such concerns promptly and effectively is crucial for maintaining a conducive atmosphere for learning and growth. To ensure this, I am pleased to introduce and reaffirm our Grievances Redressal Policy, which aims to provide a fair and transparent mechanism for resolving issues that may arise within our college community.

At S.D. College, we believe that the strength of our institution lies in our ability to address grievances effectively and maintain a supportive community for all. I urge each member of our college family to utilize the Grievances Redressal Policy when needed, ensuring that your concerns are heard, acknowledged, and resolved in a just and timely manner.

In closing, I would like to emphasize that your feedback and suggestions are invaluable to us as we strive to improve our policies and practices continuously. Together, we can nurture an inclusive and respectful environment where everyone can thrive and excel.

Wishing you all the best in your academic journey.

Prof. Sudhir Kumar Pundir

ABOUT

In an institution where such a large number of students are studying, a grievance redressal cell is very crucial to promote and maintain a congenial and unprejudiced educational atmosphere. The grievance policy is instrumental in sorting out the issues between student and college. It is a means by which a student's complain or grievance related to academic, financial matters, administration or harassment of any sort can be redressed. It is a device to settle the problems of students who feel that they have been treated unfairly in some way or the other. It follows certain rules and regulation laid down by the institute. There is a transparent procedure of investigation and the grievance redressal cell investigates the problems in a confidential way. The students enjoy right to be treated without bias and the right to get justice without delay. It is the prime duty of the college to protect the rights of the students as well. Keeping this in view the administration has formed a grievance redressal cell for the students in S.D. College. The existence of grievance redressal cell will be widely published and advertised.

FORMATION OF THE GRIEVANCE REDRESSAL CELL

Principal - Chairperson

Professor/Associate Professor - Coordinator

Associate/Assistant Professor - Member

Associate/Assistant Professor (Female) - Member

Assistant Professor (SC/OBC) - Member

Student Representative - Member

Student Representative - Member



OBJECTIVES

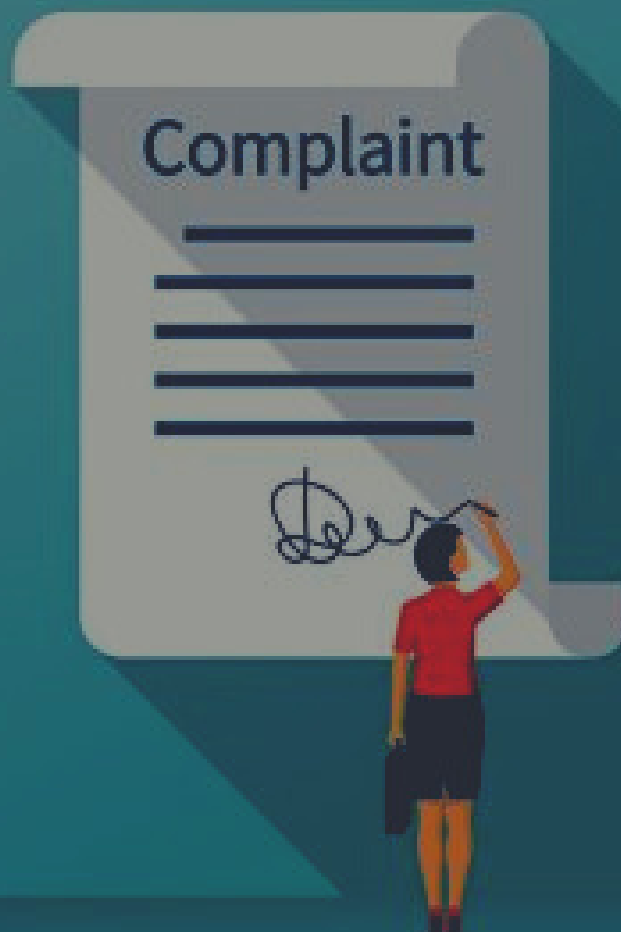
- 1.To sort out the issues between students and the college.
- 2.To ensure effective remedy to the grievances of the students in a systematic procedure.
- 3.To make the administration of the college develop a responsive, accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the college.
- 4.To make the atmosphere of the college so congenial that the students feel free to share their problems.
- 5.To make the students aware of their rights and responsibilities.
- 6.To help the students in solving their problems which may be academic, administrative or related to ragging or harassment of any sort.
- 7.To encourage the students to express their grievances candidly without any hesitation or fear of being victimized.
- 8.Advising students of the college to respect the rights and dignity of one another and exhibit tolerance.



SCOPE

The scope of the grievance redressal cell encompasses all the grievance received from the students regarding the following matters:

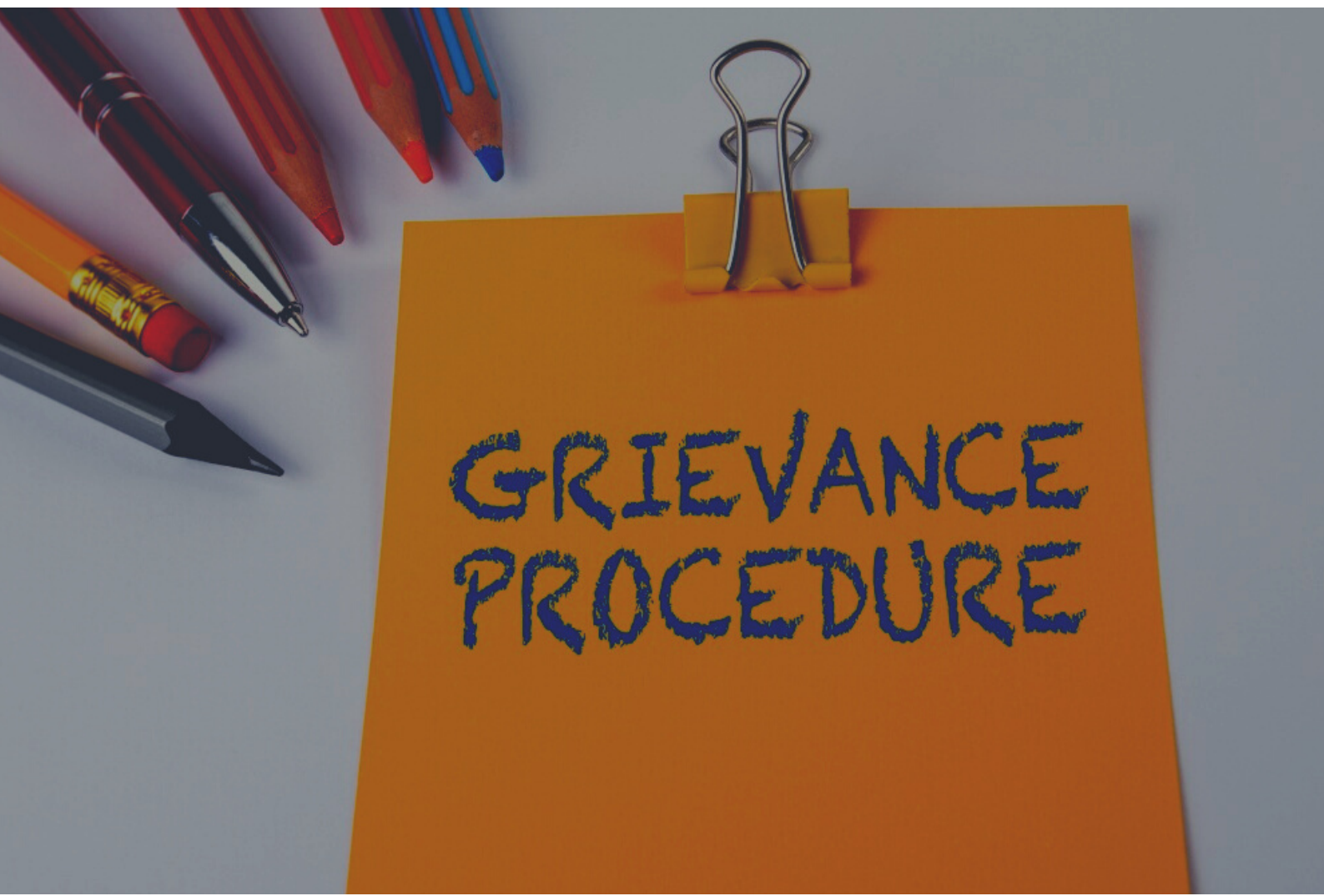
1. Academic Matters: related to timely issue of Mark-sheets, Transfer Certificates, Migration Certificates or other examination related matters.
2. Financial matters: related to dues and payments for admission, monthly tuition fees, fines etc.
3. Administration: related to office staff, teachers, proctors, problems related to admission forms, submission of examination forms, etc.
4. Harassment and Ragging: by Senior student, classmates, teachers and other staffs.
5. Other Matters: related to certain issues about proper sanitation, classroom accommodation, computer facility, partiality or victimization by teachers in internal evaluation etc.



GRIEVANCE LODGING MECHANISM

Any student can lodge a complaint to the grievance redressal cell in the form of application with necessary documents, if any. Grievance can be reported by any means: in person, online through e-mail or by writing to the chairman grievance redressal cell:

- The students may feel free to put up a grievance and drop it in complaint boxes placed at conspicuous places.
- The grievance redressal cell will take up only those cases which are not resolved by the concerned department authority.
- The students may personally approach the grievance redressal cell or the concerned person.
- The student may write to the chairperson about his/her grievances with/without mentioning the identity.



PROCEDURE FOR REDRESSAL

After receiving the complaint, the secretary of the grievance redressal cell reviews the complaint and assesses its seriousness and decides the way to proceed with the complaint:

- The grievance redressal cell acts promptly upon those cases which have been received along with necessary documents.
- The grievance redressal cell assures that the grievance which has been forwarded to the cell has been addressed impartially and resolved as early as possible.
- If the complaint is related to some routine matter, then the cell solves the matter directly with the help of the concerned department/authority and after the problem is solved the student is directly updated about the matter.
- If it's a serious matter then the chairperson (Principal) is consulted and a meeting of the grievance redressal cell is called. After the meeting the final decision is communicated to the student within a stipulated time.
- The cell maintains and updates a record of the grievances.
- In case a complaint is against any member of grievance redressal cell the concerned member will be prohibited from attending that meeting.
- If the complainant feels his/her complaint is not addressed properly he/she is free to approach higher authorities.

Grievance

