

# GOVT. COLLEGE BICHHUA

## DISTRICT-CHHINDWARA(M.P.)-480111

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### **Student Grievance Redressal Policy**

After consideration of the proposed draft of Student Grievance Redressal Policy formulated & forwarded by IQAC to the Principal vide its Note Sheet No. 30/IQAC, dated 30/03/2020 & after consideration of the suggestions given by the Student Grievance Redressal Cell of College, the Student Grievance Redressal Policy of the college is hereby approved as under: -

Government college Bichhua has an elaborate mechanism to promote the welfare of students. The college has a Student Grievance Redressal Cell for handling student grievances related to academic and non-academic matters. The procedure established by the college for grievance redressal aims to make the mechanism time bound, transparent and efficient.

#### **1. Academic Matters**

The grievances related to academic matters like Admissions, Internal Assessment and Examinations are addressed by specific committees designated for this purpose.

## **2.Non-Academic Matters**

Grievances related to non-academic matters are taken care of by separate committees formulated for this purpose, such as:

- (1)Issues related to indiscipline: Discipline Committee
- (2)Issues related to Ragging/Bullying: Anti-Ragging Committee
- (3)Issues related to sexual harassment: Internal Complaints Committee etc.
- (4)Issues related to Discrimination: Caste based discrimination
- (5)Issues related to Infrastructure/facilities: Infrastructure Development Cell

### **OBJECTIVES:-**

The Student Grievance Redressal Cell is formed with the purpose of providing a platform to the students to address their issues and get them resolved. The Student Grievance Redressal Cell is required to handle students 'grievances and provide speedy resolution for the same.

In general, the objectives of the Student Grievance Redressal Cell are:

- (1) To ensure that students get prompt solution to their problems;
- (2) To ensure harmonious student – faculty relationship;
- (3) To provide a platform for essential communications and bridge the communication gap related to various academic

matters;

- (4) To provide a platform to students for expressing their grievances freely and ensuring that it would be handled without any biases.

### **STUDENT GRIEVANCE REDRESSAL CELL**

- A separate Student Grievance Redressal Cell handles the problems of students. This committee ensures that all grievances of students are duly taken care off.
- For the purpose of handling grievances in academic areas, the college has two committees:

(1) Admission committee

(2) Examination Committee

#### **Grievance Redressal Mechanism :-**

Receipt of complaint:

- (1) If any student has a complaint/query/grievance, then he/she

/they may either lodge a written complaint or may mail it to college.

(2) Action taken at committee level: On receipt of the complaint, the grievance committee tries to resolve it within the committee, if unresolved then it is directed to the core admission committee or concerned committee like Scholarship Grievances Committees.

(3) Action taken by the Head of the institution: If committees are not able to resolve the issue, the matter will

be forwarded to the concerned committee or to the Principal or if the student is not satisfied with the committee's decision, then the complaint may be filed with the Head of the Institution for necessary action.

(4) Reporting to the University: If the complaint is related to a matter pertaining to decisions at the university level, then the complaint is forwarded to the concerned person at the university level seeking a resolution for the same.

### **ADMISSION GRIEVANCE REDRESSAL MECHANISM**

The college ensures that grievances/complaints of students are handled promptly for necessary action.

#### **Nature of Grievances:**

The admission related grievances include-

- (1) Irregularity in the admission process adopted by the college;
- (2) Not having relevant certificates;
- (3) Information furnished in prospectus that might seem false or misleading;
- (4) Breach in reservation policy in admission as applicable;
- (5) Refund of fees in case a student withdraws admission within the stipulated time on certain grounds as per Govt.'s instructions;
- (6) Issues of clarity relating to admission in various cut-offs.

### **Admission related grievance redressal mechanism:-**

The institution takes necessary steps to ensure smooth conduct of admissions within the college. These are:

(1)Formation of committees and Nodal Officers: The names of the committees and their members are displayed/notified on website of College portal.

(2)Specific Nodal Officers for Scholarship related grievances:

To ensure just and fair admissions for all, the college goes a step further in appointing separate nodal officers for specific categories such as:

- Nodal Officer – SC Scholarship
- Nodal Officer – ST Scholarship
- Nodal Officer – OBC Scholarship
- Nodal Officer – Sports
- Nodal Officer – Minorities Scholarship

### **INTERNAL ASSESSMENT GRIEVANCES REDRESSAL**

The College has three levels to address the grievances related to internal assessment-

- (1) Department,
- (2)College and
- (3)University.

### **Nature of Grievances:**

The Internal Assessment related grievances include:

- (1) Incorrect uploading of Internal Assessment marks

- (2) Marks not visible to the students on the University portal
- (3) Late submission of assignment
- (4) Non submission of assignment due to medical issues, family emergency or academic/non-academic event participation and any other.

#### **Internal Assessment Grievance Redressal Mechanism:**

- (1) All the faculty members must adhere to the guidelines laid down by the Madhya Pradesh Higher Education for the Internal Assessment.
- (2) In order to maintain transparent Internal Assessment mechanism, every department may deliberate upon any internal assessment related issues, by discussing it among the faculty members.
- (3) The College ensures that every student signs the hard copy of the Internal Assessment after a careful scrutiny before sending it to the examination branch of the University.
- (4) The Examination Committee constituted by the college may intervene if the subject teacher and the department are experiencing difficulties in sorting out the issues at their end.

#### **Examination Grievance Redressal Mechanism**

The college has an examination committee which is responsible and accountable for handling all examination related issues. This committee comprises of nodal officers which acts as a connecting link between students and the

university. The committee deals with examination related grievances of the following nature:

### **Pre examination issues**

- (1) Papers opted by the students are not reflected in the date sheet;
- (2) Late submission of examination fee;
- (3) Missing admit card;
- (4) Matters related to students found using unfair means
- (5) Appearing late for the exam.

### **Post examination issues**

- (1) Marks are not uploaded;
- (2) Delay in declaration of results;
- (3) Non transparent or unfair evaluation practices;
- (4) Student is wrongly marked absent in the result;

## **PROCEDURE OF GRIEVANCE REDRESSAL**

- (1) The aggrieved student submits the problem/complaint in the form of an application to the Student Grievance Redressal Cell.
- (2) Depending on the nature of the issue, the Student Grievance Redressal Cell tries to resolve the problem as early as possible.
- (3) If the problem is related to the University, then the Student Grievance Redressal Cell forwards the same to the Principal for further forwarding to the University for redressal.
- (4) If the student is not satisfied with the college level efforts

on the matters related to the University, then he/she/they is free to directly write an application to the University.



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