

# **Hindu Kanya Mahavidyalaya, Jind**

## **Grievance Redressal Policy**

Hindu Kanya Mahavidyalaya is committed to providing an environment that fosters academic and personal growth. As part of our commitment to the welfare of students, staff, and stakeholders, this Grievance Redressal Policy has been established to address and resolve grievances in an efficient, fair, and transparent manner.

### **Constitution**

**Chairperson:** Dr Punam Kajal (Principal)

**Convenor:** Dr Upasna

**Members:** 1. Mrs Rekha Saini

2. Dr Geeta Gupta

3. Mrs Anjali Gupta

4. Mrs Anju

5. Mrs Kranti

### **Objectives**

The objectives of this policy are to:

1. Provide a mechanism for individuals to express grievances and concerns.
2. Ensure the prompt and impartial resolution of grievances.
3. Promote transparency and accountability in the grievance redressal process.

### **Grievance Redressal Procedure**

#### **1. Resolution by Discussion:**

- Grievant are encouraged to first attempt to resolve their concerns informally by discussing them with the relevant college faculty or staff members.

#### **2. Mentor-Mentee System:**

- The college has established a mentor-mentee system where students and staff have a designated mentor who can assist in resolving concerns and grievances.

- Mentors guide and support their mentees in addressing grievances informally.

#### **3. Complaint Box:**

- The college provides designated complaint box at specific location on campus where students and staff can submit written grievances anonymously.

#### **4. Grievance Redressal Form**

- If the grievance remains unresolved after informal attempts, the grievant may file a formal grievance using the Grievance Redressal Form available on the college website or from the college administrative office.

-The grievance should include details of the issue, the parties involved, and any supporting documents. The grievant should submit the form to the Grievance Redressal Committee (GRC).

#### **Responsibilities of Grievance Redressal Committee**

1. The GRC will be responsible for the impartial review and resolution of formal grievances.
2. The GRC will ensure that the grievance process is conducted confidentially and fairly.
3. The GRC will aim to resolve grievances within a reasonable timeframe, typically within 30 days from the date of receipt of the formal grievance.
4. The GRC may hold hearings or meetings as needed to gather information and seek resolution.
5. The GRC will communicate the outcome of the grievance to the grievant, including any recommended actions or remedies.
6. All grievance records and resolutions will be documented and kept confidentially. The college will maintain records of grievances and their outcomes for reference and accountability.

#### **Exclusions:**

Matters beyond the purview of the Students Grievance Committee

1. Decisions rendered by the Academic Council, Board of Studies, and other academic/administrative committees established by the college.
2. Determinations related to scholarships, fee concessions, awards, or medals.
3. Resolutions made by the college in accordance with its Discipline Rules and Misconduct policy.
4. Choices made by the college regarding admissions to any course.
5. Verdicts issued by the competent authority in matters of assessment and examination results.



Dr Punam Kajal

**Principal**