STUDENT GRIEVANCE REDRESSAL POLICY

ARYA KANYA MAHAVIDYALYA
SHAHABAD MARKANDA
DISTT. KURUKSHETRA

College aims to provide an environment where there are no barriers to student success and progression. If a student's behavior prevents others from feeling safe, secure, respected and able to learn effectively, then this may result in disciplinary action. SGRC with policy exists in the college to resolve issues related to student's problems, develop a responsive and accountable attitude among the all students in order to maintain a harmonious educational atmosphere in the institute. The purpose of this policy is to ensure that all instances of student misconduct are dealt fairly and consistently and provide a clear procedure to guide the students.

The SGRC has provided avenues to resolve student complaints in the following areas as addressed in following section:

- Ragging
- General complaints
- Caste Discrimination

President
Arya Kanya Mahavidyalya
Shahabad (M.)

Objectives:-

1. To ensure the qualitative as well as quantitative development of institution through SGRC.
2. To ensure a democratic environment in the campus.
3. To develop an organizational framework to resolve Grievances of Students.
4. To make the institute students friendly.
5. To solve the various personal, caste and education related grievances of the students.
6. To provide the students access to immediate, hassle free recources to have their Grievances redressed.
7. To enlighten the students on their duties and responsibilities to access benefits due under the policies.
8. Encouraging the students to express their grievances freely and frankly.

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Establishment of SGRC:-

The SGRC will be established in every session in college with the purpose to resolve complaints of students related to college.

1. The SGRC of the college is constituted with six senior teaching staff as its members, two teachers as special invitee, SC/BC and the principal as the chairman.
2. Term of members and special invitees will be 2 years.
3. In considering the grievances, the SGRC shall follow principles of natural justice.
4. The SGRC shall send its report with recommendations, if any to the Principal of the College and the complaint will be solved within a period of 15 days from the receipt of complaint.

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STUDENT'S GRIEVANCE MECHANISM

1. Drop Box for complaint will be ensured in campus.
2. The student can put up her grievances in writing and drop it in complaint box or through college e-mail (akmshahabad@yahoo.com)
3. Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the principal.
4. Special invitees of this committee will look after the complaints of discrimination received for the SC/ST/OBC.
5. Office Clerk will check the mail of the college on regular basis & will provide a hard copy of the complaint on regular basis to the committee and hard copy (if any) from complaint box.
6. The Cases will be attended promptly on receipt of written grievances or through e-mail from the students with Name, Class and Roll No. along with proper ID Proof of college.
7. The committee will review all cases and will prepare statistical reports about the number of cases received.
8. The Grievance Cell will ensure that the grievance will be redressed with in fifteen days.
9. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
10. There will be strict action against the false/unauthentic complaint of any student.
11. Zero tolerance policy will be there for guilty.
12. The committee will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

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President
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Shahabad (M.)