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ISMAIL NATIONAL MAHILA (P.G.) COLLEGE, MEERUT

(Affiliated to C.C.S. University, Meerut)

Re-accredited by NAAC with A Grade in 2nd Cycle 2015

ISO Certified 9001:2015; ISO Certified 14001:2015

Grievance Redressal Policy

Policy Name

Grievance Redressal Policy

Drafted By

Internal quality assurance cell
(IQAC) in consultation with
Grievance Redressal Cell

Adopted In

2022

Approved By

Governing council



f. Rath

Principal
Ismail National Mahila (P.G.) College
Meerut



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Grievance Redressal Policy

The institution is committed to provide a conducive environment to all its stakeholders. To enhance student welfare, Ismail National Mahila PG College, Meerut has implemented a systematic mechanism for addressing both academic and non-academic grievances, in accordance with the guidelines set forth by the UGC. The college has formed a dedicated Grievance Redressal Committee at the institutional level, tasked with attending to students' concerns.

This Committee is responsible for handling a wide range of complaints from students, spanning both general issues and academic matters. Through regular committee meetings, it strives to provide timely and effective solutions for addressing these grievances. If a student encounters any grievance, they are encouraged first approach their Teacher, Mentor, Department In-charge, Dean of College or any committee member. If resolution isn't achieved at this stage, the matter can be escalated to the Principal, who then refers it to the Grievance Redressal Committee for further action.

The Committee meticulously examines each grievance and formulates recommendations, which are then presented to the Principal for consideration and appropriate action. This structured approach ensures that students' concerns are heard, addressed, and resolved in a fair and transparent manner, fostering a conducive learning environment within the college eventually.

Objectives:

- To create a platform where the students can raise their problems about academic and non-academic matters.
- To ensure a fair, impartial and consistent mechanism for redressal of varied-issues being faced by the students.
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- Advising students/staff of the institute to respect the right and dignity of one another and show utmost restraint and patience wherever any occasion of rift arises.



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- To make officials of the college responsive, accountable and courteous in dealing with students.
- 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. Ragging complaints will be handled as per ragging rules.
- Women harassment complaints will be handled as per government guidelines by respective section.

Scope: The Committee will deal with grievances received in writing from the students about any of the following matters.

- **Academic related Issues:** Admissions, Examinations, Evaluation, Library Facilities Issuance of certificates, Add- on course, research related issues, Teaching and non-teaching staff related issues etc.
- **Extension and extra-Curricular:** Award of non-academic credits, physical education, Alumni registration etc.
- **General Administrations:** Collection of fee-on-line fee payment gateway. I-Cards, Scholarship, HR Related issue.
- **Placements & Internships:** On-campus or off-campus interview, soft skills training. Internship etc.
- **Amenities & Maintenance:** Infrastructure, Wi-Fi internet connectivity Canteen, Computer facilities Drinking water, Sanitation & hygiene, Medical facilities etc.
- **Others related issues:** Sexual Harassment, Ragging safety & Security, Discipline etc
 - Prospectus
 - Undertaking of students and parents at the time of admission
 - Institutional website
 - On campus display of rules, regulations and punishments

Grievance Redressal Mechanism: In order to address the grievances regarding academic matters, a four-level redressal provision is there. Complaints regarding evaluation shall be brought to the notice of the teacher concerned is there. If the student is not satisfied with her decision she may appeal to the department In-charge. The student will also have the freedom to make a further appeal to the college level Grievance Redressal Committee. If the student is



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not satisfied. she may appeal to the university level Grievance Redressal Committee. The verdict of the university level Grievance Redressal Committee shall be final. Both Complaint box and Suggestion Box are installed in college campus in which the students, who want to remain anonymous, can put in writing their Grievances and their suggestions for improving the academics administration in the college. The person concerned can personally approach to any member of the Committee and can send email or write an application and submit to committee convenor for Grievance of any sort. The student can register her grievance on the assigned email of the college inpgcollegemeerut@yahoo.in or fill the complaint form provided on the college website. The committee attends the cases promptly on receipt of Grievances from the student.

Exclusions: The Grievance Redressal Committee shall not entertain the following issues-

- Decisions of the executive council, academic council, board of studies and other administrative or academic committee constituted by the university.
- Decisions with regard to award of scholarship, medals etc.
- Decisions with regard to the recruitment and selection.
- Decisions by competent authority on assessment and examinations result.



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