



Guidelines for Grievance Redressal Cell



Mahaveer Prasad Mayawati Mahavidyalaya

Daulatyarpur Madhoganj, Hardoi

Grievance Cell Policy

OBJECTIVES:

In order to meet the increasing legitimate expectations of students and staff for better, faster and more effective service, the college shall constantly endeavor to improve its service rules, standards and capabilities. The college expects all its Officers and employees to maintain highest standards of integrity and transparency in their working conditions with students and staff.

A Grievance is a documented manifestation of dissatisfaction of a student/staff. Such dissatisfaction, if left unaddressed and unresolved, could endanger the lifeline of the college and erode its image. It is therefore expected that all employees shall devote attention, time and effort at resolving the Grievances of the students and staff within the framework of the COLLEGE's guidelines and the terms of the policy.

The objectives of the Grievance Redressal Policy are:

- a) To develop an organizational framework to resolve Grievances of Students
- b) To provide the Students access to immediate, hassle free recourse to have their Grievances redressed
- c) To enlighten the Students on their duties and responsibilities
- d) To establish structured interactions with Students to elicit information, academic and administrative process on their expectations
- e) To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon, and
- f) To institute a monitoring Cell to oversee the functioning of the Grievance Redressal Policy

STUDENT-STAFF FOCUS:

- a. Grievance Redressal Cell should not only seek to redress Grievances but also to avoid them.
- b. The college shall endeavor to improve service through constant interactions with the students and staff to elicit their views on academic and administrative standards, and to seek their suggestions for improvement.
- c. At least one meeting per year shall be held to offer opinions and suggestions on Student/staff academic and administrative standards and services.
- d. The COLLEGE shall take all efforts to abide by and enforce UGC regulations in all its operations.
- e. The COLLEGE shall also abide by the Code of conduct approved by the college.
- f. All efforts shall be made to leverage Information Technology for providing an easy platform to the students and staff to lodge grievances, to track the status of grievances, to enlighten them on claims procedures, to provide access to information on whom to contact and to enhance academic and administrative standards and services.

Grievances' may include the following complaints of the aggrieved students namely:

- (i) Making admission contrary to merit determined in accordance with the declared admission policy of the institute.
- (ii) Irregularity in the admission process adopted by the institute.
- (iii) Refusing admission in accordance with the declared admission policy of the institute.
- (iv) withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such Person to pay any fee or fees in respect of any course or Programme of study which such person does not intend to pursue.
- (v) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution.

- (vi) Breach of the policy for reservation in admission as may be applicable.
- (vii) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar.
- (viii) On provision of student amenities as may have been promised or required to be provided by the institution.
- (ix) Denial of quality education as promised at the time of admission or required to be provided.
- (x) Non transparent or unfair evaluation practices.
- (xi) Harassment and victimization of students including sexual harassment; and Refund of fees on withdrawal of admissions as per COLLEGE instructions from time to time.

RESPONSIBILITY FOR REDRESSAL:

The final responsibility for Grievance Redressal rests with Grievance Committee specially constituted under UGC regulations, for resolution of Grievances. The COLLEGE expects that Grievance Redressal be time bound and result oriented.

DOCUMENTING GRIEVANCES:

The Grievance Redressal Committee starts with a proper decimation protocol.

A Grievance is defined as any communication that expresses dissatisfaction about an action or lack of action or about the standard of service / deficiency of service of academic or administrative nature of the COLLEGE.

Thus any communication, as defined above - written, verbal or digital- shall be recorded in the Grievance system.

Immediately on receipt of a Grievance, the concerned Office shall send a written communication to the complainant (the person who lodges the Grievance with the COLLEGE), stating the following:

- a) Acknowledging his communication
- b) The name, address, email id and Phone number of the authority to whom the Grievance has been forwarded (in case the Grievance relates to another office)

- c) The name, address, email id and Phone number of the authority to whom the Complainant could escalate the matter if his Grievance is not redressed within the specified timeframe or if he is not satisfied with the action taken.

STRUCTURE OF GRIEVANCE REDRESSAL CELL:

The Grievance Redressal Committee for aggrieved students would be constituted and working exactly as per the UGC guidelines vide **UGC (Grievance Redressal) Regulations 2018**.

Grievance Redressal Cell

There shall be a Grievance Redressal Cell at the COLLEGE level and constituent college / institute level. It shall consist of Grievances Committees.

Grievance Committee at the COLLEGE Level

- **Constitution:**

- i) Dean / Director/Principal of the college / institute designated as Chairperson.
- ii) Three senior teachers drawn from the affiliating colleges on rotation basis, to be nominated by the Vice Chancellor – Members.
- iii) A student representing the college where the grievance has occurred to be nominated based on academic merit, by the concerned college – Special Invitee as and when required provided grievance is of student.

- **Powers and Duties of the Committee :**

- i) The grievances committee shall deal with the grievances of teachers, other employees and the students.
- ii) The aggrieved person (teacher, other employee or student) of any constituent college may lodge his grievance with the Registrar / Office Superintendent of the college, who shall put it before the college / institution level grievance committee at the earliest.
- iii) The grievance committee shall hear and settle grievances, as far as may be practical, within six months after the grievance is lodged with the committee.
- iv) If the grievance is settled at the college level committee, the college shall take action as per the terms of settlement and report the case to the COLLEGE for information.
- v) If the college level committee is unable to settle a grievance, lodged by teachers / other employees / students, the committee shall direct the aggrieved person to lodge his / her grievance with the Registrar of the COLLEGE.

Mahaveer Prasad Mayawati Mahavidyalaya, Hardoi

GRIEVANCE REDRESSAL CELL

Grievance Committee

#	Name	Position
1	Anoop kumar singh	Chairperson
2	Dr Sudanshu kumar Shukla	Principal,
3	Aanish kumar	Member
4	Nishi kanaujia	Member