

GRIEVANCE REDRESSAL POLICY FOR STUDENTS



MIER COLLEGE OF EDUCATION (AUTONOMOUS)

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Autonomous

**Recognised by the Govt. of J&K and
Permanently Affiliated to the University of Jammu
Accredited by the NAAC with 'A+' Grade**

GRIEVANCE REDRESSAL POLICY FOR STUDENTS



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GRIEVANCE REDRESSAL POLICY FOR STUDENTS

1. PURPOSE

In pursuance of the University Grants Commission Notification F.1-13/2022 (CPP-II) dated 11th April 2023 regarding UGC (Redressal of Grievances of Students) Regulations, 2023, the College has formulated a Grievance Redressal Policy for students which serves as a transparent mechanism for the students of the College for redressal of their grievances. For this purpose, the College has constituted Grievance and Redressal Committee for resolution of grievances of students. It would be the responsibility of the Committee to ensure that the grievance redressal process is time bound and result oriented.

2. SCOPE

The scope of grievances shall be restricted to academics, examinations, services, financial issues, infrastructure, canteen, discrimination, victimisation and harassment.

3. Grievance

“Grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

- a. admission contrary to merit determined in accordance with the declared admission policy of the institution;
- b. irregularity in the process under the declared admission policy of the institution;
- c. refusal to admit in accordance with the declared admission policy of the institution;
- d. non-publication of prospectus by the institution, in accordance with the provisions of these regulations;
- e. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;



- f. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- g. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- h. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- i. non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
- j. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
- k. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
- l. non-transparent or unfair practices adopted by the institution for the evaluation of students;
- m. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Commission from time to time;
- n. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
- o. denial of quality education as promised at the time of admission or required to be provided;
- p. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;
- q. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
- r. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.



4. OBJECTIVES OF THE COMMITTEE

1. To develop an organizational framework to resolve grievances of the students.
2. To encourage the students to express their grievances and problems freely and frankly, without any fear of being victimized.
3. To provide the students access to immediate, hassle-free recourse to have their grievances redressed.
4. To inform the students about their duties and responsibilities and access to benefits due under the policy.
5. To establish interactions with students in order to elicit information from them about their expectations.
6. To promote cordial relationships with the students.
7. To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.
8. To advise all staff members to behave professionally and not be vindictive towards any student for any reason.

5. COLLEGIATE STUDENT GRIEVANCE REDRESSAL COMMITTEE

The composition of the Student Grievance Redressal Committees shall be as follows:

- a) Principal of the college – Chairperson;
- b) Three senior members of the teaching faculty to be nominated by the Principal as Members;
- c) A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.

At least one member or the Chairperson shall be a woman and at least one member or the Chairperson shall be from SC/ST/OBC category.

The term of the members and the special invitee shall be two years.

The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.

- i. A complaint from an aggrieved student relating to college shall be addressed to the Collegiate Student Grievance Redressal Committee (CSGRC).
- ii. In considering the grievances before it, the CSGRC shall follow principles of natural justice.



- iii. The committee shall look into the complaint of the aggrieved student and judge its merit. It shall take appropriate actions and provide solution of grievances in a fair and impartial manner. It shall maintain necessary confidentiality and sensitivity, as per the merits of the case.
- iv. Students with genuine grievances may approach the committee to submit their grievance in writing. In case the student is unwilling to appear in person, grievances may be dropped in writing in the suggestion/grievance box.
- v. The students can also submit their grievances **online** through the college website.
- vi. All grievances shall be settled within the institutional jurisdiction/premises and no student shall be entitled/authorised to approach any authority outside the institution for redressal.
- vii. Voicing the grievance publicly or through press is not allowed and shall expose the student to disciplinary action under rules.
- viii. The CSGRC shall send its report with recommendations, if any, to the Chairperson of the College and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

6. PROCEDURE FOR GRIEVANCE REDRESSAL

- Any student who wants to file a complaint or initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective department.
- The HOD shall bring all major grievances to the notice of the Principal. He/she shall communicate and discuss the grievance with the Committee for further action. The Committee will identify and review the problem. Necessary information and data pertaining to the problem will be collected. The data/information collected will be analysed and strategies will be formulated to solve the issue.
- The Committee will try to resolve the issue within **15 working days** of the receipt of the grievance.
- The committee shall arrive at a solution which will be implemented as a means of corrective action.
- The Committee shall communicate the action taken/solution to the Principal.
- Upon completion of proceedings, the Committee shall communicate the final decision/solution to the grievant.



- If, there is no response within the stipulated time from the respective department or the grievant is not satisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the Principal of the college.
- If, the grievance is against the respective Head of Department, then the grievant may directly submit his/her grievance in writing or in person to the Principal.
- Once the grievant indicates acceptance of the resolution, then the complaint/grievance is considered as closed.
- The proceeding regarding each grievance shall be documented in a systematic manner. The information relating to the proceedings shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee.

Renu Gupta

Chairperson

Principal

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