



LALA JAGAT NARYAN EDUCATION COLLEGE, JALALABAD

INSTITUTIONAL GUIDELINES FOR STUDENTS' GRIEVANCE & REDRESSAL

The College has a Students' Grievance Redressal Cell. This cell aims to look into the complaints lodged by any student and redress them as required. The Cell intends to find solutions for problems like any kind of physical or mental harassment, complaints regarding classroom teaching, classroom management, completion of syllabus, teaching methods, etc. The cell also enables the students to express their feelings by personally initiating or by following another member. In case the person is unwilling to appear in person, grievances may be sent in writing. Grievances may also be sent through e-mail to the Grievance Redressal Cell. Grievance Cell enquires and analyses the nature and pattern of the grievances in a strictly confidential manner.

Objectives:

The objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the college. A Grievance Redressal Cell has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- To support Students who have been deprived of the services offered by the College, for which he/she is entitled.
- To ensure effective solutions to the student's grievances with an impartial and fair approach.
- Upholding the dignity of the College by ensuring a strife-free atmosphere through promoting cordial Student-Student and Student-Staff relationships.
- A suggestion/complaint box has been installed in the college in which the Students, who want to remain anonymous, can put in writing their grievances and suggestions for improving the Academics/Administration in the College.
- Advising Students to respect the right and dignity of one another and to show utmost restraint and patience whenever any occasion of rift arises.
- Advising all staff to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

Functions of the Cell:

- The Cell shall process all individual complaints and take suitable action as per the college norms.
- The Cell may form/review the guidelines/policy for redressal of grievances as required from time to time, in accordance with those issued by NCTE.
- To conduct meetings whenever required, discussing relevant issues, in consultation with the Principal and seeking his approval.

Mechanism for Lodging a Complaint:

- Students may feel free to put up a grievance in writing or Email to the respective department cell coordinators.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.

- The Grievance Cell will assure that the grievance has been properly solved within a stipulated time limit provided by the cell.
- Organization-wide awareness among stakeholders is created by organizing awareness programmes and displaying the grievance registration mechanism on the website.

The Grievance Redressal Cell shall not entertain the following issues:

- The decisions of the Executive Council, Academic Council, Board of Studies, and other Administrative or Academic Committees constituted by the College.
- The decisions regarding the award of scholarships, fee concessions, medals, etc.
- The decisions made by the college with regard to disciplinary matters and misconduct.
- The decisions of the college about admissions in any courses offered.
- The decisions made by competent authorities on assessment and examination results.

PRINCIPAL