



# RAGHUNATH GIRLS' POST GRADUATE COLLEGE

## Western Kutchery Road, Meerut-250001

Re-Accredited 'B<sup>+</sup>' Grade by NAAC (CPE Status since 2006)  
College of Excellence 2014

Prof. Nivedita Kumari  
Principal

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### STUDENT GRIEVANCE REDRESSAL POLICY

This policy is an instrument to promote a healthy educational environment & ensure fair and transparent mechanism for addressing grievances related to academic (admission & examination) and non-academic (financial, administration, ragging, harassment, cleanliness, discipline etc.) matters of students in the campus.

The college is mainly 'For the students, Of the students & By the students'. Hence the primary aim of this policy is to ensure that students enjoy their rights without discrimination & get justice without any delay.

#### Structure of Student Grievance Redressal Cell.

- Chairperson** - Principal
- Incharge** - Teaching Faculty appointed by the Principal
- Members** - 8-10 Teaching faculty
- Students** - Students representative from the four disciplines in the college.

#### Committees involved for addressing the grievances of students

The following committees are formed in the college as per the University, UGC & Government directions –

1. Students Grievances Cell (University Grants Commission Grievance Redressal Regulations, 2012)
2. Equal Opportunity Cell (UGC Promotion of Equity in Higher Education Institutions Regulation 2012)
3. Proctorial Board (University Act 1973, C.C.S. University, Meerut, statues 13.39, Appendix 'D' & G.O. No. 5125/15-11-86/4A dated 10.07.1986)
4. Anti Ragging & Anti Sexual Harassment Cell (UGC Regulations on curbing the menace of Ragging in Higher Education institutions 2009, Sexual harassment of women in work place prevention, probation and redressal at 2013, UGC guidelines for curbing the menace of ragging 2022)
5. Psychological Testing & Counseling Cell (An initiative of IQAC & Psychology Dept.)
6. Examination Committee (University Act 1973, C.C.S. University, Meerut, statues 13.39, Appendix 'D' & G.O. No. 5125/15-11-86/4A dated 10.07.1986)
7. Admission Committee (University Act 1973, C.C.S. University, Meerut, statues 13.39, Appendix 'D' & G.O. No. 5125/15-11-86/4A dated 10.07.1986)

Each of these committees shall comprise faculty members and students representative from different departments. A faculty member nominated by the college principal shall act as the incharge of each of the committee.

  
Principal

Raghunath Girls' Post Graduate College

Meerut



## Objectives of Grievance Redressal Committees

Grievance Redressal Committees are formed with the purpose of providing a platform to the students to address their issues & get them resolved. The committees are required to handle students' grievances & provide speedy resolution for the same. In general, the objectives of these committees are:-

- To ensure harmonious student-faculty relationship by providing a platform for essential communication.
- To provide a platform to students for expressing their grievances freely and ensuring that it would be handled promptly without any biases.
- Advising students of the college to respect the rights and dignity of one another.

## Mechanism of Grievance lodging & Redressal.

- **Receiving Grievances:** - The student grievance cell shall receive and record grievances submitted by any student through the grievance boxes or e mail ensuring confidentiality and sensitivity to the matter at hand. There are 6 grievance boxes in the college where a student can drop her grievances. Five boxes are for general grievances whereas one is specifically for sexual harassment grievances. These five boxes are opened by members of Student Grievance Cell on periodic intervals while the sixth is opened by the local women police officers only. There is also a mail Id for addressing the issues of students; that is displayed on the college website as well. The mail id is [studentsgrievance22@gmail.com](mailto:studentsgrievance22@gmail.com). The students can also air their grievances in "सीधा संवाद" an interaction program of students with the principal.
- **Investigation :-** Upon receiving a grievance, the Student Grievance Cell shall conduct a fair and impartial investigation. Everyone takes a collective positive decision on the grievance after following the due procedure.
  - Problems related to SC, ST & OBC students are sent to the Equal Opportunity Cell for redressal
  - Grievances related to misbehavior/indiscipline of students are handed over to Proctorial Board
  - Issues related to ragging or sexual harassment are taken over by Anti Sexual Harassment Cell.
  - Those related to admission are catered by Admission Committee.
  - Those dealing with examination are taken note of by the Examination Committee.
  - The Psychological Testing and Counseling Centre takes care of the psychological, educational & vocational grievances.
  - The grievances related to other than these committees are sent to the concerned committee.

In majority of the cases they are resolved by the concerned committee, in case they are not, the grievance is discussed with the Dean of Arts/ Dean of Science or the Principal.

- **Resolution :-** After thorough & unbiased investigation, the committee shall propose a resolution communicate the same to the student within a reasonable timeframe.
- **Confidentiality & Impartiality :-** The Grievance committee shall maintain strict confidentiality throughout the grievance handling process to protect the privacy of all parties involved. Also it shall act objectively & impartially without any bias or prejudice, ensuring fairness & justice in resolving grievances.
- **Appeal :-** If any party is dissatisfied with the committee's decision, they may appeal to principal/higher authorities of the college within 15 days. The higher authorities shall review appeal & make a final decision based on the merit of the case.
- **Documentation :-** All grievances, investigations and resolutions shall be appropriately documented & maintained for future reference.

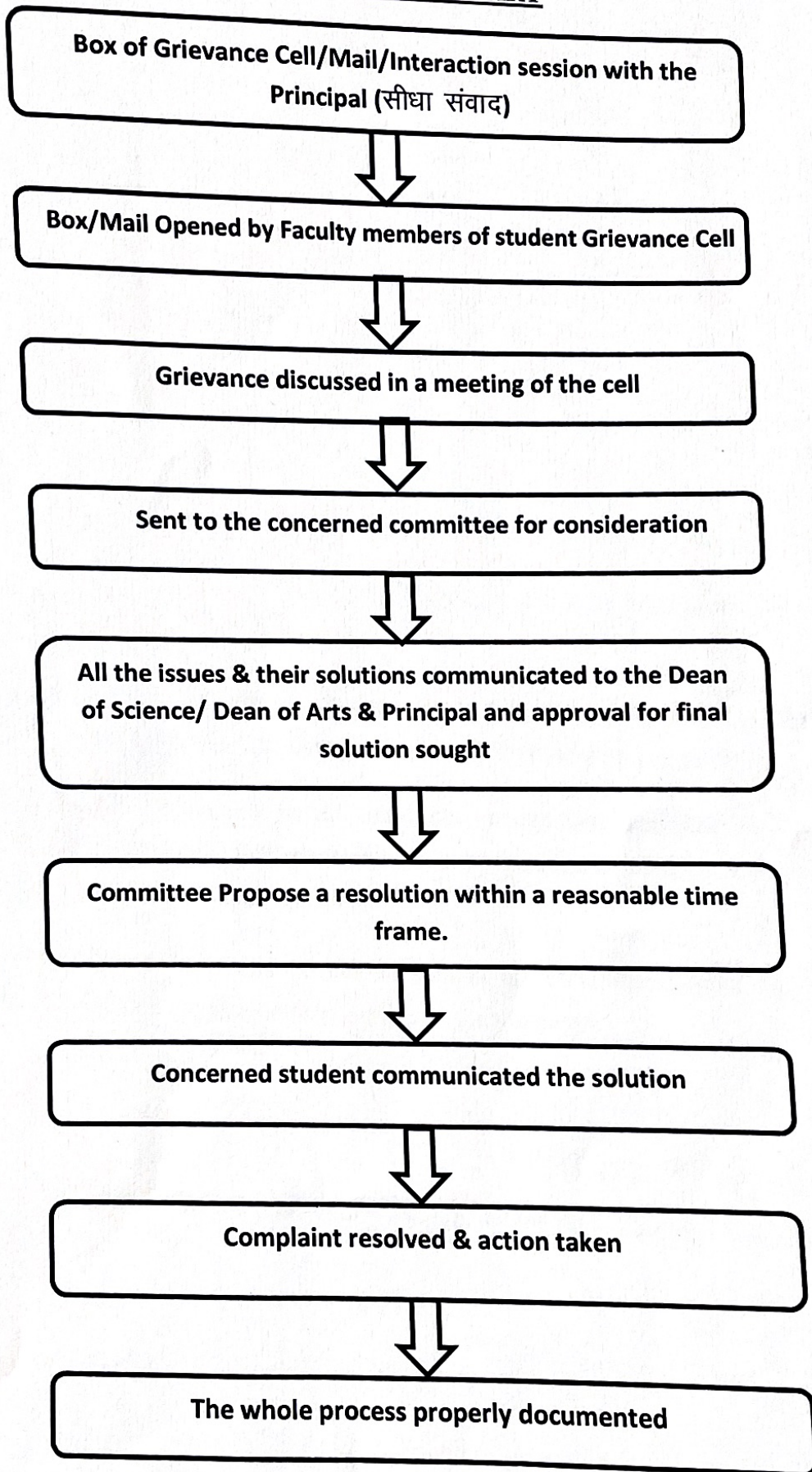
  
Principal

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Meerut  
U.P.



## FLOW CHART



  
Principal  
Raghunath Girls' Post Graduate College  
Meerut