

Govt. Holkar [Model Autonomous] Science College, Indore (M.P.)
(An Autonomous Institute and Centre for Excellence)

Grievances Redressal Policy

Purpose:

Grievances Redressal Cell is formed in order to keep a healthy working atmosphere among the staff, students and parents. This Cell helps the Staff, Students and Parents to record their complaints and solve their problems related to academics, resources and personal grievances. Ragging Complaints are to be handled as per ragging policy of Holkar Science College. Separate policy is in place for dealing with the Women Harassment complaints.

Scope:

All students, parents and staff of the college can lodge their complaints regarding above mentioned problems.

Impact:

To uphold the dignity of the College by ensuring strife-free atmosphere in the college by Promoting cordial relationship among Students, Student-teacher relationship and Staff to Staff relations etc.

Functions:

1. To make all necessary arrangements for receiving representations/complaints/grievances from students relating to general administration, examination and evaluation and any other problems relating to the functioning of a student in the college.
2. To examine the grievances.
3. To make necessary recommendations.
4. To hand over the grievances relating to examination and evaluation to the Controller Exam.
5. To do all such things as may be assigned by the principal.

Committee:

The principal of the college in his coordinatorship shall appoint a committee to function as Grievance Redressal Cell. The cell consists of 5 members from various departments of the college. The Committee has a tenure of one academic year.