



# Grievance Redressal Policy

**Govt. Holkar  
(Model Autonomous)  
Science College,  
Indore (M.P.)**



**Version : 2.0**



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Principal

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## **FOREWORD**

An effective Grievance Redressal Policy is instituted to resolve administrative, academic or any other form of grievances of the staff and students. In fact, all the stakeholders have an equal right to address their grievances if any in the institution.

The institution follows a centralised, transparent, admission procedure which is student friendly also. Various help centres, and Committees, information on boards, are displayed for the benefit of the students and their parents. Admission Committees are constituted to facilitate the admission process smoothly. There are sufficient verification counters and students are extended all kind of help and guidance in the process.

In addition to this, the administrative officer, the officers of the NCC, NSS, sports department, the discipline committee, senior faculty and all the stakeholders are very keenly involved in resolving any problem or issue that the students might face.

The College strictly follows a zero-tolerance policy towards ragging as per the instructions laid down by the Higher education department, Government of Madhya Pradesh. We ensure that there is no incident of ragging, and students can freely contact the staff in case there is any problem.

Any kind of discrimination, gender related grievances or any other inappropriate behaviour is taken seriously and steps are taken to resolve any such issues.

Students having grievances related to the Examination, valuation, revaluation or any other exam related issues are dealt with in a smooth and systematic manner. It is my endeavour to provide a congenial, easy and smooth working environment to all the students, and any grievances of any type are resolved with the help of my team, quickly.

I extend my best wishes to you all!

**Dr. Suresh T. Silawat**

Principal

**Vision and Mission of the Institute**

**Vision:**

To make our youth the torch-bearer of knowledge, and to continue the rich legacy of imparting scientific education and groom them on an intellectual, social and humane platform.

**Mission:**

- To create an innovative ecosystem for the promotion of scientific temperament.
- To enrich the academics with state-of-the art technology and innovation at par with the global standards.
- To impart Skill-based training relevant to local and global needs.
- To develop a well-groomed and empowered youth.
- To nurture a socially responsible and value-driven generation.

# **Grievance Redressal Policy**

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## Grievance Redressal Policy

### Preamble:

This policy document is recognized as the “**Grievance redressal Policy**” of the Government Holkar (Model, Autonomous) Science College, Indore, MP.

This policy has been drafted following the guidelines of UGC notification on UGC (Grievance Redressal) Regulations. These regulations aim to address and effectively resolve grievances of stakeholders related to Higher Educational Institutions.

### Aims and Scope:

The grievance redressal mechanism is a system that sorts out the academic as well as administrative issues which are related to all the stakeholders and the institution.

### Definition of Grievance:

Any Communication that shows discontent with the conduct, or any act of omission or commission, or lack of service, and is in the nature of seeking a remedy is considered a "grievance or complaint," but it does not include the following:

- complaints that are vague or insufficiently explicit;
- Communication in the form of recommendations;
- Communication seeking clarification or guidance;

### Objectives:

The grievance redressal mechanism of any institution is a measure of its efficient and accountable academic and administrative procedures and it reflects the work culture of an institution. The purpose of the grievance redressal committee is to ensure a speedy response to the stakeholders of the Institution. The institution has:

- To maintain a fair, unbiased, and consistent system for redress of various issues faced by the students.
- To ensure strict confidentiality, so that students approach the Grievance Redressal Cell without fear of discrimination.
- To maintain a harmonious student-student and faculty-student relationship.
- To create a conducive atmosphere and relationship between the students and faculty without giving any chance to widen the gap between them, which may arise because of certain simple misunderstandings.
- To ascertain those immediate suitable actions are taken by addressing the issues

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within a time frame.

- To counsel students to refrain from indulging in any activities which are against the Institutional practices and code of conduct.
- The institution follows a zero-tolerance policy against Ragging in any form and it is strictly prohibited in and outside the Institution and should be brought to the notice of the administration immediately if any incident takes place.
- The anti-ragging committee is vigilant and watchful, the student may if he/she so wishes bring to the notice any incident of ragging through these committees, and speedy action of the same is ensured.

### **Mechanism of Redressal:**

- When a student comes up with any sort of grievance, he/she is directed to submit a written document detailing his/her grievance to the Head of the Institution.
- Suggestion/Complaint Boxes are placed in every department and in the office.
- The grievances dropped in the suggestion/complaint boxes are collected periodically, analysed by the committee, and forwarded to the concerned department for redressal. and, suitable actions are taken to solve the grievances if found genuine.
- If the grievances are pertaining to the decision of the administration, the committee will submit a report to the administration with its observations.
- If the grievances are found to be baseless, the students will be explained the inability to redress the same.
- Normally the Grievance Redressal Cell will meet regularly in a semester. But if the necessity arises because of the immediate actions to be taken depending on the nature of the grievance, the Grievance Redressal Cell will meet at once and take necessary steps to redress the grievances.
- If a student is not satisfied with the procedure adopted and decision taken by the institution, then he or she can approach "JANSUNVAI" which is conducted on the first Tuesday of every month in the institution and can also apply through e-mode in CM-Helpline of MP Government. Any grievance of the applicant is redressed within the stipulated timeline under both the modes if the grievance is related to the institution.

### **Redressal of Grievances Related to Admission Procedures:**

1. The Institution follows the centralized online admission procedure, which is completely transparent and student-friendly, for all the HEIs, run by the Department of Higher Education, Government of Madhya Pradesh. In case, if there is any grievance, the Institute should proactively resolve it at their level and if it requires the intervention of higher authorities at the DHE level, then the aggrieved should be guided accordingly within the time frame so that his/her admission prospects do not suffer.
2. Committees should be constituted for the admission process which include Help-

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desk, Grievances cell, and sufficient Verification and admission counters for easy access for students. It should be a single-window procedure.

3. Grievances related to admission procedure, if any, should be resolved by a committee led by the Principal, Administrative Officer, NCC, NSS, Sports Departments, and senior faculty members of the Discipline Committee.

### **Redressal of Grievances Related to Ragging:**

- According to the instructions of the Higher Education Department of the Government of Madhya Pradesh, the college has a zero-tolerance policy towards ragging.
- The Induction Meeting for freshers should be organized to break the ice and create a friendly and cordial atmosphere.
- Senior students are expected to behave appropriately with their junior counterparts.
- Seniors should not unnecessarily go to the classes of junior students; strict action will be taken against them if they do so.
- Junior students are expected to inform the ragging committee, even if there is the smallest inappropriate behaviour with them. It is the responsibility of all of us to uproot the social evil like ragging.
- Ragging in college or hostel premises or anywhere else is strictly prohibited. Students guilty of ragging will be expelled from the college and strict prohibitive legal action will be taken against them.
- Ragging is a social crime. This has a fatal effect on the life of the student, as a result of which the college is committed to stopping it strictly. For this, Discipline and Anti Ragging Committees have been constituted by the college, which controls this trend by continuously visiting the campus and classrooms.
- B.Sc. First Year and M.Sc. Students of the first semester are advised to concentrate on their studies in the college with dignity and decency without fear and in case, any kind of mental or physical harassment is experienced by any student, it should be reported immediately to the Anti Ragging Committee and the Disciplinary Committee.
- Punishment for such an act can be made according to section 13 of Ordinance No. 7 under Madhya Pradesh University Act 1973. There is a provision of punishment as follows against the guilty student for breach of discipline on the college campus or outside.
  - Suspension from classes
  - Expulsion from college
  - Prevention from appearing in University/Autonomous Examination.
  - Senior students are cautioned to keep themselves away from any such activities

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otherwise, Strict action will be taken in this regard as

- per the instructions of the Government.

# WARNING: The facility of fee waiver will be withdrawn without prior notice, for students who indulge in misconduct, ragging, indiscipline, participating in strikes and agitations, and failing in the examination. This is applicable to Scholarship recipients too.

### **Redressal of Grievances Related to Gender Discrimination & Harassment:**

- Discrimination affects many aspects of the life of people. Since more than 50% of the staff and students are women, the institution is very supportive and aware of gender-related issues and grievances. Any gender bias is totally discouraged and again a zero-tolerance policy is followed against any kind of gender harassment.
- The institution has a women empowerment cell and a redressal committee that takes care of any women/gender-related issues.
- The details of the Committee handling the gender-related grievances and their contact numbers should be displayed on the campus, so that committee is easily approachable to the aggrieved.
- The committee is required to handle such cases with immense dignity without hurting the victim's sentiments in a transparent and accountable manner and within a stipulated time frame followed by taking appropriate action as per the laws and graveness of the offence.
- The institution should display "action to be taken" notices on the campus, related to the zero-tolerance policy backed by the institution regarding gender discrimination and harassment at any level.

### **Redressal of Grievances Related to Examination:**

The Exam department should resolve any grievances related to the Examination of the students on a fast-track mechanism, so that, the student gets timely redressal. The major concerns to be fixed by the examination department relate to:

- 1) Resolving UFM (Unfair Means) issues, with the help of a committee. The department should be supportive but also caution the students against using such unfair means.
- 2) Revaluation
- 3) Copy showing
- 4) Exam schedule
- 5) Any result related concern

Thus, it should be the prime concern of the Institution to help and support the student in his pursuit of Higher education in the Institution.

## **COMMITTEE**

Separate Committees are constituted for the effective implementation of the policy of Grievance Redressal active in the institution for effective implementation of the policy. The Committee has the following constitution:

- 1. Chairman:** Principal
- 2. Convener:** A Senior Faculty
- 3. Members:** 3-4 faculties, NCC Officer, NSS Officer

## **MAINTAINANCE OF RECORDS AND REPORTING**

All the records should be maintained properly by the committee and reported to the higher authorities as per the regulations.

## **CLOSURE OF GRIEVANCES**

Every grievance must be resolved within ten days of receipt, and the complainant must receive a final response giving specifics of the resolution or rejection of the complaint, along with written reasons.

In any of the following circumstances, a grievance shall be deemed resolved and closed:

- when the institution has agreed to the complainant's request completely.
- Where the complainant has indicated in writing that he or she accepts the institution's response.
- If the complainant has not answered the query of the institution within 20 days after receiving the letter from the institution.

## **AMENDMENTS**

- The Institute shall examine its Grievance Redressal Policy on a regular basis and change it as necessary to comply with national policies and directives issued by competent apex bodies.
- Pertaining to any contradiction in any Policy of the Institution, the later revised policy will take precedence.

## **PUBLICATION OF GRIEVANCE REDRESSAL POLICY**

The Grievance Redressal Policy shall be widely publicized to the Institute's stakeholders through all the possible means and prominently displayed on the Institutional Website to attract the attention of concerned stakeholders.

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### **Important Links:**

- [https://www.ugc.ac.in/pdfnews/2147890\\_gazetteequity-Eng.pdf](https://www.ugc.ac.in/pdfnews/2147890_gazetteequity-Eng.pdf)
- [https://www.ugc.ac.in/pdfnews/0588502\\_English.pdf](https://www.ugc.ac.in/pdfnews/0588502_English.pdf)
- [https://www.ugc.ac.in/pdfnews/1406982\\_Public-Notice-on-Grievance-redressal.pdf](https://www.ugc.ac.in/pdfnews/1406982_Public-Notice-on-Grievance-redressal.pdf)
- [https://www.ugc.ac.in/pdfnews/2813028\\_SG-Regulations-2019.pdf](https://www.ugc.ac.in/pdfnews/2813028_SG-Regulations-2019.pdf)
- <https://grievance.ugc.ac.in/>
- <https://stateyojana.com/madhya-pradesh-jansunwai-portal/>
- <http://cmhelpline.mp.gov.in/>

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[Vasudhaiva Kutumbakam]

## FINISHING GOAL



## STARTING GOAL

### Our SDG-2030 Goals Tree

कल्पवृक्षः



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