



## BHERULAL PATIDAR GOVT. P.G. COLLEGE, MHOW



### *Grievance Redressal Policy*



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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 centralized, transparent, admission procedure which is student friendly also. Various help centers 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 examination cell, the officers of the NCC, NSS, sports department, the discipline committee, Women Harassment Redressal Cell, 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 incidence 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 behavior 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 endeavor 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. Praveen Ojha  
Principal



## **Vision and Mission of the Institute**

### **Vision:**

**“Our vision is to excel as an educational institution by providing career- oriented, value-based education. We aim to cultivate a community of independent, morally upright, and socially conscious young individuals, empowering them to contribute meaningfully to society.”**

### **Mission:**

- **Provide quality education across various disciplines to encourage connectivity between research technologies and employability.**
- **Strive to become an institute focused on student needs, fostering experiential, innovative, and lifelong learning approaches to tackle societal challenges.**
- **Ensure literacy, learning and life skills to all, particularly girl scholars from tribal background.**
- **Inculcate an entrepreneurial mindset and values in students.**
- **Enhance collaboration with industries and institutions for mutual benefit.**



## **Objective of the Institute**

### **Objectives**

- **To enrich students with best that is to learn.**
- **To infuse an environment of academics with skill-based education and technologies.**
- **To make the learners grow as a confident and well-groomed citizen.**
- **To enable learners to be creative, dynamic and competitive to face the challenges of academic demands at regional, national and international levels.**
- **To raise a generation rich in ethical values and cognitive empowerment to mobilize the available resources.**



## **GRIEVANCE REDRESSAL POLICY**

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## **GRIEVANCE REDRESSAL POLICY**

### **Preamble: -**

This policy document is recognized as the “*Grievance redressal Policy*” of the Bherulal Patidar Govt. P.G. College Mhow, M. P. 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 method is a framework for resolving academic and administrative difficulties affecting all stakeholders in 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: -**

Any institution's grievance redressal process is an assessment of its effective and transparent administrative and academic processes and it also speaks to the ethos of that 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 an impartial, equitable and consistent framework for addressing the range of problems that students encounter.
- To maintain complete confidentiality allowing students to attend the Grievance Redressal Cell without worrying about facing prejudice.
- To preserve amicable relationships between students and faculty.



- To foster a positive environment and strong relationships between students and faculty members preventing any opportunity for miscommunications to cause a gulf to form between them.
- To make sure that the concerns are addressed in a timely manner and that the appropriate actions are made right away.
- To advise students to abstain from any behavior that violates the institution's policies and code of conduct.
- The institution has a zero-tolerance policy against ragging in any form. It is strictly forbidden both inside and outside the building and any incidence should be reported to the administration right away.
- The committee against ragging is on surveillance for any instances of ragging and students are free to report any such incidents to them. Within a short period of time, prompt action is guaranteed.

## Mechanism of Redressal: -

- Students are instructed to submit a written document outlining their grievances to the Head of the Institution whenever they have any kind of complaint.
- There are suggestion/complaint boxes in the office and every department.
- The committee gathers and reviews the grievances left in the suggestion/complaint boxes on a regular basis before forwarding them to the relevant department for resolution. Moreover, if the complaints are determined to be valid, appropriate steps are taken to resolve them.
- The committee will send a report to the administration along with its views if the complaints are related to an administrative decision.
- Students will be informed of their incapacity to make amends if the complaints are determined to be without merit.
- The Grievance Redressal Cell typically convenes meeting on a regular basis at least once a year. However, in the event that the grievance calls for prompt action based on the nature of the complaint, the Grievance Redressal Cell will convene immediately and take the required action to resolve the concerns.
- If a student is dissatisfied with the process followed or the decision made by the institution, they can apply online through the MP Government's CM-Helpline or through "JANSUNVAI," which is held on the first Tuesday of each month in the institution. If the applicant has a grievance relating to the institution, it is resolved under both modes within the time frame specified.





## **a) Redressal of Grievances Related to Admission Procedures: -**

1. The institution follows the centralized online admission process, which is administered by the Department of Higher Education, Government of Madhya Pradesh, and is totally transparent and student-friendly for all HEIs. If there is a grievance, it should be proactively resolved by the Institute at their level. If higher authorities at the DHE level need to get involved, the disgruntled party should be advised appropriately as soon as possible to avoid hurting their chances of being admitted.
2. Committees that include a help desk, a grievance redressal cell, enough verification and admission counters for student convenience should be established for the admissions process. It ought to be a one-window process.
3. Any complaints regarding the admissions process should be handled by a committee chaired by the principal, the administrative officer and the departments of the NCC, NSS, and sports, as well as senior faculty members of the discipline committee.

## **b) Redressal of Grievances Related to Ragging: -**

- As per the instructions of the Madhya Pradesh government's Higher Education Department, the college has a zero-tolerance policy towards ragging.
- To break the ice and generate a welcoming environment, the freshmen induction meeting should be arranged.
- It is expected of senior students to act responsibly toward their junior peers.
- Seniors should avoid attending junior students' classes needlessly; if they do, they will face harsh consequences.
- Even the slightest instance of inappropriate behavior with them is expected to be reported to the ragging committee by junior students. It is our collective duty to eradicate social ills like ragging.
- It is strictly prohibited to rag on college or hostel property or anyplace else. In addition to being dismissed from the college, students found guilty of ragging would face severe legal consequences. It is a social offense to rumble. The college is dedicated to firmly prohibiting this because it has a deadly impact on the student's life. The college has established anti-ragging and discipline committees to address this issue, and they keep an eye on the campus and classes to monitor the trend.
- All first-year and post-graduate students that are in First year or semester students are advised to focus on their academics in the college with dignity and decency, free from fear. If they experience any form of physical or mental harassment, they should report it right away to the Disciplinary and Anti-Ragging Committees.





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 Examination.
- Senior students are cautioned to keep themselves away from any such activities 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.

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

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- Discrimination has an impact on a variety of aspects of people's lives. The college is particularly supportive of and cognizant of gender-related issues and grievances because women make up more than 50% of the staff and student body. Again, there is zero tolerance for any form of gender harassment, and gender bias of any type is strongly prohibited.
- The organization handles all women's and gender-related concerns through a redressal committee and a women empowerment cell.
- In order to make the Committee widely accessible to anyone who feel wronged, information about them, including their contact numbers, ought to be posted on campus.
- The committee must take necessary measures in accordance with the laws and the seriousness of the offense after handling such instances with the utmost dignity, without inflicting emotional distress on the victim, in a transparent and accountable manner and within a set time period.
- The college should post "action to be taken" notices about its zero-tolerance policy for harassment and discrimination against women at all levels throughout the campus.

## **d) Redressal of Grievances Related to Examination: -**

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

- 1) Revaluation
- 2) Copy showing
- 3) Exam schedule



- 4) 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 is 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:-

All grievances must be addressed within ten days of being received, and the complainant must get a final response with written reasons explaining the nature of the resolution or rejection of the complaint.

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

- When the complainant's request has been fully granted by the institution.
- If the complaint has sent a written statement indicating that they accept the institution's response.
- If, within 20 days after receiving the institution's letter, the complainant has not responded to the inquiry.



### **AMENDMENTS: -**

- If any of the Institute's policies conflict with national policies or directives from appropriate apex bodies, the later revised policy will take precedence.
- The Institute will regularly review its Grievance Redressal Policy and make any necessary changes to ensure compliance.

### **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.

### **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/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/>
- <http://cmhelpline.mp.gov.in/>



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