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AGGARWAL COLLEGE BALLABGARH
A Post Graduate Co-educational College Accredited A++ (CGPA: 3.57) by NAAC
ISO 9001: 2015 & ISO 14001:2015 certified
College with Potential for Excellence (CPE) Status by UGC
Affiliated to M.D. University, Rohtak

Students' Grievance Redressal Policy





Students' Grievance Redressal Policy

Preamble

Students' Grievance Redressal Policy has been formulated at Aggarwal College Ballabgarh to handle and resolve grievances of students in all domains (administrative, financial, academic, internal assessment, examination, discipline, harassment, ragging etc.) in a time bound manner with utmost transparency, objectivity and robustness as per the defined rules and regulations from the Government and affiliating University to the entire satisfaction of the students. In order to comply with the UGC Regulations for addressing students' grievances in the College, the Policy is in place. The primary intention of this policy is to maintain a harmonious atmosphere in the campus where students love to come, learn and achieve their goals/ targets.

Modus Operandi

The policy has been successfully implemented through the constitution of Students' Grievance Redressal Committee, Internal Assessment Grievance Committee, Anti Ragging Committee and Internal Complaints Committee. The mandate of the Committee (s) is to look into the nature and gravity of the complaints lodged by any student, and judge its merit. Anyone with a genuine grievance may approach the concerned Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievance may be sent in writing. Grievances may also be sent through e-mail to the officer in-charge/Convener or even to the Principal. It redresses all grievances that are directly received by the committee through the students in physical mode or through Students' Portal that is available on the college website.

All grievances are redressed in a systematic way by involving the respective department/ person directly connected to the specific issue. The committee helps to initiate and pursue the grievance procedure in accordance to the rules and regulations of the college. Matters are disclosed only to those, who have a legitimate role in resolving the matter. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same. The decision of the Principal is final.

Objectives

A Grievance Redressal Committee has been constituted for the Redressal of the problems reported by the students of the college with the following objectives:

- To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.
- To maintain the dignity of the college by ensuring conducive atmosphere in the college by promoting cordial Student-Student and Student-Teacher relationship etc.
- To encourage the students to express their grievances / problems freely and frankly, without any fear of being victimized.



- Suggestion/ Complaint Box has been installed in front of the Administrative Block in which the students can put in writing their grievances and their suggestions for improving the Academics / Administration in the college. The best suggestion is acknowledged and implemented.
- To advise students of the college to show respect to each other, maintaining the right and dignity and observe patience whenever any occasion of rift arises.
- To advise all the students to refrain from inviting outsiders to the college, inciting Students against other students, teachers and college administration.
- To advise all teaching and non-teaching staff to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

Responsibilities

- Provide a venue for the aggrieved students to redress their individual grievances in order to have a healthy atmosphere among students, staff and management in the Institute.
- Comply with the UGC Regulations to provide for establishment of Grievance Redressal Committee in the Institute.
- Discuss and resolve the grievances, if any, received in writing from the concerned students

Procedure

- The setting of the Grievance Redressal Committee for students is widely published.
- The students feel free to put up a grievance and drop it in boxes placed at conspicuous locations.
- The Grievance Redressal Committee acts upon those cases which have been forwarded along with the necessary documents.
- The Grievance Redressal Committee takes up only those matters which have not been solved by the different departments.
- Grievances related to fees etc. are taken up only if the relevant documents are attached.

Exclusions

The Grievance Redressal Committee shall not entertain the issues (disciplinary matters, misconduct or any other issue) on which decision has been taken by the Principal. Also, financial matters (award of scholarship, fee concessions, medals, etc.) will not come under the purview of the committee. Decisions of the University about admissions in any courses offered by the Institute and the decisions by competent authority on assessment and examination result will not be reviewed by the Committee.


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Principal
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