



GRIEVANCES & REDRESSAL POLICY

SHIA P. G. COLLEGE

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REDRESSAL MECHANISM FOR STUDENT'S GRIEVANCES

1. A grievance is defined as 'a feeling of unfair or discriminatory treatment in matters of interpretation and application of policies, rules and procedures, laid down by the competent authority'.

Individual Grievances:

1. There shall be an 'Academic Counsellor' nominated by the Dean, from the members of faculty of the college, to look after the problems of students. The complaints by the students shall be made with/referred to the Academic Counsellor in the first instance who shall get them resolved at his level within a maximum period of three days.
2. A student not satisfied with the action of the Academic counsellor, may approach his Head of the Department (HoD) who shall resolve the problem within a maximum period of one week.
3. In case the problem remains unresolved, the student may approach 'Student Facilitation Cell' and lodge his grievance. The facilitation cell will try and get the problem resolved in a week's time.
4. The students not satisfied with the resolution provided by the Student Facilitation Cell, may appeal to the School level Standing Committee consisting of Dean of the School and two other members nominated by Vice-Chancellor. The Committee shall make a decision within one week. The decision of the Standing Committee shall be final and binding.
5. The Standing Committee shall formulate its own rules of functioning.
6. The term of nominated members shall be for a period of one year.

Group Grievances:

1. All the group grievances lodged together by several students shall be made with/referred to Head of Department who will try and resolve the matter within a maximum period of one week.
2. Not satisfied with the decision of the Head of Department, students may approach the Student Facilitation Cell and lodge their grievance.
3. If the grievance remains unresolved within two weeks from the day the grievance was lodged with the Students Facilitation Cell, an appeal may be made to the Vice-Chancellor, who will try and resolve the matter within three days.
4. The Decision of the Principal shall be final and binding.

Grievances related to the Accounts Branch. Library, Hostels, Food, maintenance, sports and security etc.:

1. The grievances pertaining to the Accounts Branch, Library, Hostels, Food, Maintenance, Sports. Security and related issues shall be lodged with the respective Head of the Department. The Heads shall personally look into the grievance(s) and settle it within a maximum period of one week.
2. If resolution is not provided within the said timeline, the student may approach 'Student Facilitation Cell' and lodge the grievance. The facilitation cell will try and get the issue resolved in a week's time.

3. Not satisfied with the action taken by the Facilitation Cell, the students may make an appeal to the registrar who shall resolve the matter within a maximum period of one week.
4. The decision of the facilitation cell shall be final and binding.

NOTE:

The grievances needing urgent and speedy redressal may be addressed directly to the College level 'Standing Committee' or the 'student Facilitation Cell'. Head, Student Facilitation Cell, after his satisfaction to the gravity of grievance, shall act urgently and give a decision within a maximum period of 3 days.

General:

1. Prevention of grievances is more important than their redressal. All primary complaints, if not attended, may assume the form of grievance and should, therefore, be attended to at initial stage itself.
2. Grievances should be submitted to appropriate body within a reasonable time, not later than two weeks after the event at issue.
3. While the grievance procedure is on, administrative action taken will remain in force.
4. If the complaint is against a faculty member, he/ she will in no way be associated with the grievance redressal mechanism.
5. The complainant will have the right to take assistance from any other student colleague but will not be allowed to hire a legal person.
6. The complaint of intended non-performance by a designated Officer shall be looked into by the 'Standing Committee' chaired by the Principal and having two nominees of the Principal (one from the department to which the complainant belongs) to recommend suitable action against the erring official, if the complaint is established.



Dr. S. S. R. Baqri
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Dr. Mohd Miyan
Principal