



Indira Gandhi National College, Ladwa- Dhanora Distt. Kurukshetra

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STUDENT GRIEVANCES AND REDRESSAL POLICY

The students grievances and redressal cell desires to promote and maintain a conducive and unprejudiced educational environment in the college. The function of this cell is to look into the grievances lodged by any student regarding academic matters, library and other services. Protection of human rights is essential for all round development of an individual's personality. To realize the primary needs of the students, a cell is constituted. Indira Gandhi National College, Ladwa is committed to provide a safe and working environment in accordance with UGC guidelines 2012.

Objective of Anti-ragging Committee- The main objective of the grievance cell is to maintain a smooth conducive and accountable attitude among all the students with a harmonious educational atmosphere in the college. To ensure effective solution to the students grievances with an impartial and fair approach; a grievance cell is constituted. Anyone with a genuine grievance may approach the convener or member of the cell. Grievances may also be given in writing personally or may be sent through e-mail. As a result of this mechanism, the college has pleasant atmosphere and good work culture with inbuilt goodwill and mutual understanding among the students. The main objectives are as under:

1. Upholding dignity by ensuring a free, fair and healthy working environment in the college.
2. Encouraging the students to express their grievances related to academics/personal without any fear of victimization.
3. To keep the dignity of the college by promoting the student- student and student-teacher relationship.
4. To ensure an effective solution with a fair and impartial approach.
5. To handle women/SC/ST complaints as per government guidelines.

Reporting Complaints to the Students Grievances and Redressal cell –

The college encourages reporting without any fear for those students who have been deprived of the services offered by the college for which he/she is entitled in any of the following ways-

1. In person to convener or any member of students' grievances and redressal cell in writing.
2. Through E-mail to any member of the students grievances and redressal committee.
3. Identity of the complainant or victim will be kept confidential. The complaint without name will be rejected.



Scope-

The cell deals mainly following grievances received from the students.

1. Examination related matters
2. Library issue related to books
3. The matters like sanitation, transportation, victimization by students or teachers etc.

Functions-

1. Complaint box has been installed in the college one near the office and second in the library in which complaints or suggestions for improving the academics can be put.
2. The students can personally approach to any member of grievances redressal cell for grievances.

Making inquiries into the Complaints -

1. The cell reviews all the cases and acts accordingly as per college policy in a stipulated time and report to authority.
2. The enquiry shall be completed within fifteen working days after receipt of complaint.
3. The Committee will provide a report of its findings to the college within ten working days.
4. The proceedings concerning each grievances is recorded in a systematic manner and will be kept confidential.

Punishment to those who found guilty-

Depending upon the nature of grievances, the possible punishments for those found guilty at the college level shall be made.

1. Suspension from attending classes and academic privileges.
2. With holding/withdrawing scholarships and other benefits.
3. Debarring from any test/examination.
4. Suspension from the college.
5. Cancellation of admission.
6. Restriction from the college for a particular period.
7. Making a fine.
8. Expulsion from the college.

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