

M.P. SHAH ARTS & SCIENCE COLLEGE, SURENDRANAGAR

Grievance Redressal Mechanism

The college has a Grievance Redressal Cell to redress the grievance of its stakeholders. The students approach the cell to voice their grievances regarding academic matters, health services, library and other services. A Student may send her grievance to the college over email <mpshahartssciencecollege@gmail.com> or put the note in the Grievance box in at Administrative Block. The cell redresses the grievances by sorting out the problems promptly and judiciously.

Objective:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Cell should be constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising All the Students to refrain from inciting Students against other Students, teachers and College administration

- Advising all staffs 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.

Scope :

The cell will deal with Grievances received in writing from the students about any of the following matters: -

- Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial Matters: Related to dues and payments for various items from library, laboratories, etc.
- Other Matters: Related to certain misgivings about conditions of sanitation, availability of transport, victimization by teachers etc.

Functions :

- The cases will be attended promptly on receipt of written grievances from the students.
- The cell formally will review all cases and will act accordingly as per the Management policy
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure for lodging complaint :

- The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it in boxes.

- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

It comprises of the following members: