

S.R. College of Education, Kachhwa, Karnal

Grievance Redressal Mechanism

Introduction

In any educational institution, the timely, transparent, and fair resolution of issues faced by students, staff, and other stakeholders is essential. With this objective, a Grievance Redressal Mechanism has been established in the institution. This mechanism works to receive, examine, and appropriately resolve academic, behavioral, administrative, or personal grievances of students.

This system ensures a positive, safe, cooperative, and student-friendly environment within the institution.

Grievance Redressal Committee

At S.S.R. College of Education, a Grievance Redressal Committee is functional to address the problems, complaints, and suggestions of students. The purpose of this committee is to provide a safe, equal, and positive learning environment and to ensure the timely and sensitive resolution of grievances.

Composition of the Committee

Dr. Ekta – Chairperson

Ms. Rekha – Member

Objectives

1. To ensure impartial and timely resolution of grievances of students and staff.
2. To establish an atmosphere of transparency, accountability, and trust within the institution.
3. To provide a formal platform for listening to and resolving students' issues.
4. To promote discipline, harmony, and positive communication.
5. To create a safe, cooperative, and stress-free academic environment.

6. To implement effective corrective measures to prevent recurrence of grievances.

Types of Grievances

Grievances received in the institution may be of the following types:

- Academic grievances – such as issues related to results, classes, or practical work.
- Behavioral grievances – inappropriate behavior by a teacher, staff member, or student.
- Administrative grievances – issues related to forms, certificates, fees, documents, etc.
- Sexual harassment / gender sensitivity-related grievances (as per POSH provisions).
- Infrastructure-related grievances – classrooms, laboratories, library, cleanliness, etc.
- Discipline-related grievances – ragging, threats, undue pressure, etc.

Procedure for Lodging a Grievance

Students or staff may submit their grievances in written form.

Upon receipt of a grievance, the committee takes cognizance within 2–3 days.

The committee discusses the matter with the concerned parties, examines documents, and collects necessary facts.

The decision is communicated to the complainant in written or verbal form.

Redressal Process

Fair inquiry and hearing of all concerned parties.

Consultation with the relevant department.

Counseling or guidance, if required.

Administrative orders or corrective action, as necessary.

Secure maintenance of records.

Confidentiality and Transparency

The identity of the complainant shall be kept confidential.

All grievances shall be resolved impartially and in accordance with rules.

Protection shall be provided against retaliation.



Principal
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