

# BANWARI LAL JINDAL SUIWALA COLLEGE, TOSHAM

## GRIEVANCE REDRESSAL CELL

### Policy Document

The college has a Grievances Redressal cell to redress the grievances of the students related to academic and non academic matters, health services, library and other Central services rendered by the Institution. Students can approach the grievance cell to voice their grievances regarding any issue as stated above. Although anti ragging cell and anti sexual harassment are also in place, the students may bring incident of related issues to these committee directly. The Grievances Redressal cell will ensure speedy action in this regard.


### Objectives of the Committee (Cell)

- The purpose of this cell is to ensure speedy response to the grievances and to fix accountability of all concern to the students of the college
- To redress the grievance of its stakeholders by sorting out the problems promptly and judiciously.
- To encourage students to express their grievances and problems without any fear of discrimination and victimization.
- Counselling students to refrain provoking their fellow students against faculty and other staff
- To create a pleasant environment and good work culture with an inbuilt goodwill and mutual understanding.

### Mechanism to Redress the Grievance

The institution has created a mechanism for redressal of students grievances within a stipulated time:

- A complaint/suggestion box is installed in the administrative block. Students can put their complaint in the box if he or she wants to give his/her complaint in writing. The box is opened every Monday to check the status if any complaint is there.
- Students can talk about his/her grievances to the mentor or any member of the cell verbally or give in writing if he/she is comfortable. Most of the times the problems are solved and unrecorded.
- In case if the mentor is not able to solve the problem it is forwarded to the grievance cell.
- The chairperson then convenes a meeting of committee members within two days of receiving a complaint through mentor or directly from the student.
- The committee shall verify the facts and shall either endorse the mentor or convey the decision to the mentor and/or the student.
- The committee shall resolve the problem as soon as possible or within a maximum period of 7 days.

  
Principal  
TOSHAM (Bhiwani)