

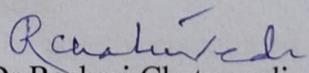


Kanoria
PG Mahila
Mahavidyalaya
Jaipur

Students' Grievance Redressal Policy & Procedure

The Students Grievance Redressal Cell has been constituted in the college as per the UGC guidelines and it solves and provides redressal to the students' complaints and or suggestions of the students and forwards them to the concerned departments/ authorities. The college follows an offline mechanism for redressal of the grievances. Two complaint boxes have been kept- one in the canteen and the other outside the library, where students can drop their complaints or suggestions slips.

- . A committee is appointed at the beginning of every session that comprises Convenor and one Faculty respectively from Arts, Commerce and Science stream.
- . The cell reports directly to the Principal.
- . The boxes are opened and the complaints are noted in the presence of the Principal.
- . The complaints are then forwarded to the concerned departments/ authorities on the same day.
- . The concerned departments/ authorities resolve the complaints.
- . The committee ensures timely Redressal of grievances.
- . While providing respite to the students, secrecy is strictly maintained and the Identity of the student is never disclosed.
- . Proper documentation of complaints is maintained.


Dr. Rashmi Chaturvedi
(Principal)
01-07-2011



**Kanoria
PG Mahila
Mahavidyalaya
Jaipur**

Students' Grievance Redressal Policy & Procedure

Amendment 2020

The Students Grievance Redressal Policy has been amended, and will come into force with effect from 15/06/2020 due to the challenges posed by COVID 19.

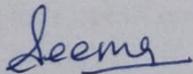
The policy has been amended by the college administration with a view to provide quick redressal to the students through an online mechanism as well.

The amendment is as follows:

The college will follow an offline as well as online mechanism for redressal of the grievances. Offline Mechanism - Two complaint boxes are kept- one in the canteen and the other outside the library, where students can drop their complaints or suggestions slips.

Online Mechanism - The students can also email their complaints or suggestions to studentsgrievance.rc@kanoriacollege.in

- A committee will be appointed at the beginning of every session that will comprise a Convenor and one Faculty respectively from Arts, Commerce and Science stream.
- The cell will report directly to the Principal.
- The boxes will be opened regularly and the complaints will be noted in the presence of the Principal. The email will be checked on a daily basis.
- The complaints will then be forwarded to the concerned departments/ authorities.
- The concerned departments/ authorities will resolve the complaints and hand over the action taken report to the Students' Grievance Redressal Committee.
- The committee will ensure timely Redressal of grievances.
- While providing respite to the students, secrecy will be strictly maintained and the Identity of the student will never be disclosed.
- Proper documentation of complaints is to be maintained by the cell/committee.


Dr. Seema Agrawal
(Principal)
15/06/2020