



# Sat Jinda Kalyana College, Kalanaur

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## NAAC ACCREDITATION -2022 Cycle 3

### CRITERION 5

## Student Support and Progression

5.1.5 The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases

### Grievance Mechanism

*Submitted to*



**National Assessment and Accreditation Council**

SAT JINDA KALYANA COLLEGE, KALANAURGRIEVANCE REDRESSAL CELLPOLICY DOCUMENT

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

OBJECTIVE OF THE COMMITTEE (CELL)

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

MECHANISM TO REDRESS THE GRIEVANCE

The institution has created a mechanism for redressed of students grievances with in a stipulated time.

- A complaint/suggestion box is installed in front of administrative block. Students can put their complaint in the box if he/she wants to give his/her complaint in writing.
- The box is transparent and is opened whenever a complaint is observed.
- Contact numbers of committee members are displayed at various places through flex boards. An aggrieved student can also contact any member telephonically.
- Students can talk about his/her grievance to the mentor verbally or give in writing if he/she is comfortable. Most of the time the problems are solved unrecorded.
- In case if 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 aggrieved students.
- The committee shall verify the facts and shall either endorse the decision of mentor or shall take an appropriate decision and convey to mentor or/and student.
- At all levels natural justice shall be observed and a fair hearing is given all parties.
- The committee shall resolve the problem as soon as possible or within a maximum period of 7 days.

  
(Dr. N.K. Dua)

Principal

Sat Jinda Kalyana College  
Kalanaur (Rohtak) Haryana

  
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