



S D MAHILA MAHAVIDYALYA

NARWANA-126116 (JIND) HARYANA

Grievance Redressal Mechanism: Ensuring Fairness and Empowerment

We have established a robust Grievance Redressal Mechanism aimed at addressing and resolving concerns efficiently and equitably.

Grievance Redressal Policy

Our Grievance Redressal Policy is designed to ensure that all grievances are handled with the utmost sensitivity, confidentiality, and urgency. The policy is rooted in principles of transparency, fairness, and accountability, aiming to provide a swift and just resolution to all complaints. The College Grievance Redressal Committee monitors and tries to resolve grievances related to students and staff at the College level.


Offline System and Complaint Box


Understanding the importance of accessibility, we have instituted an offline grievance redressal system. Every year the Grievance Redressal Committee is formed, comprising at least 5 experienced and empathetic members and Principal as the Chairperson. A dedicated complaint box is strategically placed in a secure and easily accessible location within the campus. The students are informed about the Grievance Redressal Committee in the Orientation Programme. This allows students and faculty to submit their grievances discreetly and without fear of retribution. The complaint box is monitored regularly to ensure timely collection and processing of submissions.

Timely Redressal of Complaints

We recognize the critical importance of timely redressal of grievances. Upon receipt of a complaint, our Grievance Redressal Committee, initiates an immediate review. The committee is tasked with conducting thorough investigations and ensuring that appropriate actions are taken promptly. The report is submitted to the Chairperson. Our commitment is to resolve all grievances within a stipulated time frame , providing feedback and updates to the complainant throughout the process.

At our college, the well-being and satisfaction of our stakeholders is paramount. The Grievance Redressal Mechanism stands as a testament to our commitment to fairness, justice, and continuous improvement. We encourage all members to utilize this mechanism without hesitation, confident in the knowledge that their voices will be heard and their concerns addressed with the utmost integrity.


Co-Ordinator
IQAC
S.D. Mahila Mahavidyalaya,
Narwana.


Principal
S.D. Mahila Mahavidyalaya
Narwana