

Student Grievance Redressal Policy

To promote the welfare of students, Bundelkhand Degree college, Jhansi has a robust mechanism for handling student grievances related to academic and non-academic matters.

Objectives of Grievance redressal committee

Grievance redressal committees are formed with the purpose of providing a platform to the students to address their issues and get them resolved. The committees are required to handle students' grievances and provide speedy resolution for the same. In general, the objectives of these committees are:

- To ensure that students get prompt solution to their problems;
- To ensure harmonious student– faculty relationship;
- To provide a platform for essential communications and bridge the communication gap related to various academic matters;
- To provide a platform to students for expressing their grievances freely and ensuring that it would be handled without any biases.

For the purpose of handling grievances in all areas, the college has the following committees:

1. Admission committee
2. Examination committee
3. Student support and Progression committee
4. Proctorial board and Anti-Ragging/Student complaint redressal committee
5. Student's Welfare committee
6. Women's sexual harassment and grievance redressal committee

Admission grievance redressal mechanism

The college ensures that grievances/complaints of students are handled promptly for necessary action. The nature of grievances includes:

- Irregularity in the admission process adopted by the college.
- Breach in reservation policy in admission as applicable.
- Refund of fees in case a student withdraws admission within the stipulated time.
- Issues of clarity relating to admission in various cut-offs.
- Late submission of examination fee;
- Missing admit card;
- Matters related to students found using unfair means
- Marks are not uploaded;
- Student is wrongly marked absent in the result;

- Issues related to indiscipline.
- Issues related to Ragging/Bullying.
- Issues related to sexual harassment.
- Issues related to Discrimination.
- Issues related to Infrastructure/facilities.
- Any other issues.

The institution takes necessary steps to ensure smooth conduct of committees within the college. These are:

1. **Formation of committees/Nodal Officers:** The names of the committees and their members are displayed/notified on website of College and University portal displays College grievance committee convenor's name.
2. **Receipt of complaint:** If any student has a complaint/query/grievance, then he/she /they may either lodge a written complaint or may mail it to college.
3. **Action taken by the Head of the institution:** If committees are not able to resolve the issue or the student is not satisfied with the committee's decision, then the complaint may be filed with the Head of the Institution for necessary action.
4. **Reporting to the University:** If the complaint is related to a matter pertaining to decisions at the university level, then the complaint is forwarded to the concerned person at the university level seeking a resolution for the same.

Conclusion

The Protocol established by the college for grievance redressal aims to make the mechanism time bound, transparent and efficient, and the same time to address the issues of the aggrieved students in time.

