



MAGADH MAHILA COLLEGE

PATNA UNIVERSITY, PATNA

3rd Cycle NAAC Accredited 'B+' Grade College

College with Potential for Excellence (CPE)

Status Accorded by UGC

An ISO 9001 : 2015, ISO 14001 : 2015, ISO 45001 : 2018, ISO 21001 : 2018,

ISO 50001 : 2018, ISO/IEC 27001 : 2013, SA 8000 : 2014 Certified

An ISO 10002 : 2018 & ISO 9001 : 2015 Certified
for Quality Management System in College & Campus Hostel



Policy Document Grievance Redressal Mechanism

Introduction:

A grievance can be any type of dissatisfaction, displeasure or negative perception, whether expressed or not, arising out of anything connected with institute that a student or employee thinks, or even feels, is unfair, unjust or inequitable.

In order to redress individual as well as collective grievances of the students and staff of the college, a grievance redressal mechanism has been devised. The college has accepted it as a policy to redress every form of grievance with great sensitivity. College has framed several committees to solve every sort of complexities with utmost care. The college has created a Grievance redressal procedure to resolve grievances of a general character, as well as those linked to ragging and sexual harassment of the college's students and employees.

Objectives:

1. Development of policy for reviewing and investigation of complaints or grievances raised by students and staffs.
2. Generation of awareness among the committee members to listen to complaints from students and staffs and find out justiciable solutions.
3. To build confidence among the victim to come forward about their unjust treatment.

Governance:

To address the issues, several committees has been framed and they work under the direction and authority of the Principal.

Committees:

1. **Students' Quality Assurance Cell (SQAC):** The Student Quality Assurance Cell comprising Principal, Bursar, IQAC Coordinator and Students' Representatives evaluates, monitors and finds strategies to proactively address student related matters like- facilities, maintenance, discipline etc. and works sincerely for overall quality development of students. The Cell meets frequently to discuss various academic and other student related issues. The Cell members take student grievances to the notice of the Principal, Coordinator and heads of the departments. The Cell plays a proactive role in resolving the general disciplinary issues among the



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- students, and also in maintaining the culture and discipline on the campus. They are the liaison persons between administration and the students.
2. **Students' Grievance Redressal Cell:** Grievances pertaining to students are redressed by the **Grievance Cell** which comprises Principal, Senior faculty members and Students' representatives. The Cell addresses the grievances of students and gives a patient hearing to the disputes of the students. Every fortnight, the suggestions / complaints received from the **Students' Suggestions Boxes** are collected and reviewed by the members of **SQAC** under the supervision of the Principal and members of Feedback Analysis Committee and necessary action is taken immediately. Grievances pertaining largely to amenities, campus discipline, teaching-learning, college timings, attendance, library and staff are redressed by the Cell and grievances pertaining to university examinations are routed to the Controller of Examinations, Patna University
 3. **Anti-Ragging Cell:** The Anti- Ragging Cell comprising the Principal as the Chairman and senior faculty as the other members takes ample measures to prevent ragging on the campus. The Cell sets up banners and also anti-ragging legal notifications on the College Notice Boards. The faculty orients the senior students into understanding the ethos of the college and thereby positively conditions them to proactively connect to the freshers. Strict anti-ragging instructions are given to the students through handbook and at the time of admission. A number of Anti-Ragging Hoardings have been displayed on the campus and inside the main building. On the day of Induction Meet and Orientation Sessions organized for newly admitted students the Principal and Resource Persons alerts the students about laws against ragging. Ragging is strictly prohibited on the campus and no serious instances of ragging have been reported on the campus so far.
 4. **Sexual Harassment Cell:** The Sexual Harassment Cell of the college addresses the issues of sexual harassments and also alerts the students on the legal implications. The Cell on the campus conducts awareness camps to orient the students on how to be alert to the threats of sexual harassment; and the ways to defend themselves. However, there have been no reported incidents of sexual harassment on the campus.

Grievances redressal mechanism:

- Any student or staff of the college may lodge a complaint.
- Complaint may be lodged in oral, by email, in writing or through management information system. If the complaint is oral, it will be converted into a written form by the committee member who received the complaint.

Grievances redressal procedure through management information system

- Students can complain for anything
- Each complain is given a unique ticket number



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- Each such complain can be presented in thread view showing conversation between student and management
- Department wise grievances redressal may be given
- A Grievances can be transferred from one department to another department.

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