

विषय: शिकायत निवारण समिति

शाह सतनाम जी पी जी कॉलेज ऑफ एजुकेशन सिरसा में शिकायत निवारण समिति का गठन 22.10.2011 को प्राचार्य कक्ष में किया गया । प्राचार्य कक्ष में बैठक के दौरान विभिन्न विषयों पर विचार विमर्श किया गया । जिसमे से एक विषय यह भी था कि शिकायत निवारण समिति की हमें आवश्यकता है । इस विषय पर निर्णय प्राचार्य और स्टाप के सभी सदस्यों से आपस में विचार विमर्श करके ही यह निष्कर्ष निकला की शिकायतों का निपटारा करने के लिए उन्हें सुलझाने के लिए व दूर करने के लिए हमारे पास एक स्वतंत्र व निश्चित समिति होनी चाहिए । जिससे वह अपने निर्णय स्वयं ले सके । ओर शिकायतों का निपटारा कर सके । यदि बड़ी शिकायत व समस्या हो तो वह प्राचार्य व प्रबन्धन समिति से विचार-विमर्श करके निर्णय लिया जाए । इसलिए शिकायत निवारण समिति का गठन किया गया । 2013.2014 में कमेटी के सदस्य ये है;-

श्रीमती चरणप्रीत कौर

इंचार्ज

रजनी बाला

सदस्य

श्री रणजीत सिंह

सदस्य

प्रेम कुमार

सदस्य

Grievance and Redressal Cell

The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge Students' Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at College Campus. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Cell.

Objective:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Cell should be constituted for the Redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed near staff room and Principal office in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising All the Students to refrain from inciting Students against other Students, teachers and College administration
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

Scope:

The cell will deal with Grievances received in writing from the students about any of the following matters:-

- Academic Matters: Related to Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial Matters: Related to dues and payments for various items from library, hostels etc.
- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

Functions :

- The cases will be attended promptly on receipt of written grievances from the students
- The cell formally will review all cases and will act accordingly as per the Management policy
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure for lodging complaint :

- The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it in boxes
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.