



# Govt. College Kharkhara, Rewari, 123106

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## GRIEVANCE POLICY

A robust Grievance Redressal Mechanism is crucial for enhancing stakeholder value and ensuring peace, harmony, and quality within Higher Education Institutions. Our college has established a transparent and efficient system to address and resolve student issues. Dedicated committees handle grievances separately for academic and non-academic matters, ensuring that concerns are addressed swiftly and effectively. These committees provide students with a structured platform to voice their issues and seek resolution, thereby upholding the institution's commitment to a supportive and responsive educational environment.

### Committees Related to Non-Academic Matters

- **Issues related to Sexual Harassment:** Internal Complaints Committee
- **Issues related to Ragging/Bullying:** Anti-Ragging Committee
- **Issues related to Indiscipline:** Discipline Committee

### Committees Related to Academic Matters:

- **Issues related to Admissions:** Admission committee/ Nodal Officer of Admission
- **Issues related to Examinations:** Registrar and other members of registration committee

### Discipline Committee

Govt. College, Kharkhara has established a Discipline Committee to uphold the institution's discipline, dignity, decorum, and rapport. This committee is dedicated to maintaining a respectful and orderly environment, ensuring that all institutional standards and behavioural expectations are consistently enforced.

### Roles of Discipline committee:

- Strictly maintain and enforce discipline on campus.
- Students must carry ID cards at all times on campus and in classrooms and entry in college is not allowed without ID cards
- In case of Misbehaviour in the college campus Discipline committee will keep the record until

the enquiry concludes.

- Cell phone usage is restricted in college campus
- To Monitor student movement and to prevent loitering in corridors during working hour's proctorial duties performed by the faculty members as per their vacant period.
- Ensure students attend all classes and do not leave early without prior permission.
- Strictly prohibit smoking on campus and enforce compliance.
- Address and resolve grievances related to discipline promptly.

#### **Student Grievances related to Academic matters:**

Academic grievances, including issues related to admissions and examinations, are managed by specific committees:

1. Admission Committee
2. Registration Committee

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

- **Admission Committee:** The Nodal Officer and Admission Committee oversee the admission process and address student related issues. They ensure a smooth admissions procedure and resolve all student grievances effectively.
- **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 or can contact to Nodal officer or Principal
- **Action taken at committee level:** On receipt of the complaint, the admission committee tries to resolve it within the committee at the earliest.
- **Fee related issues:** Nodal officer take all the applications of admission withdrawal and then committee proceed the work of Refund of fees within the stipulated time.
- **Help desk:** The Admission Help Desk assists with queries, processes applications, and resolves issues related to the admissions procedure and requirements.

#### **University Grievances Redressal Mechanism:**

The college's Registration Committee, led by the Registrar and designated members, manages all

registration, examination, and results-related issues. Acting as a liaison between students and the university, the committee verifies registration details and addresses university-related grievances, ensuring smooth handling of academic processes and resolutions.

**Pre Examination issues:**

- Papers opted by the students are not reflected in the admit card
- Late submission of examination fee;
- Missing admit card;
- Matters related to students found using unfair means

**Post Examination Issues:**

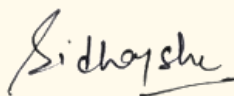
- Marks are not uploaded;
- Delay in declaration of results;
- Non transparent or unfair evaluation practices;
- Student is wrongly marked absent in the result;

**Procedure of Grievances Redressal:**

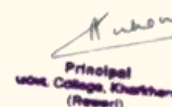
- The aggrieved student submits the problem/complaint in the form of an application to the committee.
- Depending on the nature of the issue, the committee tries to resolve the problem as early as possible.
- If the problem is related to the University, then the committee forwards the same to the University and approaches the concerned person for redressal.
- If the student is not satisfied with the college level efforts on the matters related to the University, then he/she/they is free to directly contact the concerned branch in the University.



**NAAC Coordinator**



**IQAC Coordinator**



Principal  
Govt. College, Kharthara  
(Roorli)

**Principal**