



ST. WILFRED'S P.G. COLLEGE

(Affiliated to the University of Rajasthan)

Mechanism & Procedure for Grievance Redressal of Students

Student Grievance-Redressal Mechanism

The Student Grievance Redressal Committee at St. Wilfred's PG College Mansarovar Jaipur, looks into complaints lodged by students and judges each case on its merit. The Committee is empowered to look into both academic and non-academic matters. It has been constituted to maintain a responsive, disciplined, accountable and harmonious atmosphere among all the members of the college. The Committee meets once in three months, or as and when required, at the instance of the Nodal Officer.

Members
Principal
Covenor Of Cell/Vice Principal/Deans/Hod's
Advisor
Nodal Officer
Faculty Members (5)
Current Students (2)
Alumnae (2)
Administrative Assistant
Office Assistant

Kapila

IQAC HEAD
ST. WILFRED'S P.G. COLLEGE
JAIPUR



Fareeda

Principal
(Dr. FAREEDA HASANI)



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Scope:

The scope of the Committee includes:

- Facilitating a fair and just evaluation of student-complaints
- Developing a student support system based on feedback/grievance/complaints
- Encouraging a student-friendly, learner-centric system

Functions:

- Each case is attended to promptly on the receipt of written grievances from the students.
- The Committee then gives a report to the higher authorities about the cases attended to and the number of pending cases, if any, which require direction and guidance from them.
- The Committee thus ensures a fair, unbiased and transparent resolution of student grievances Process for lodging a complaint. The students may feel free to submit a grievance in the Format available on the college website and mail it on grievanceswpg@gmail.com in or drop it in a Complaint Box outside principal chamber
- The Committee will then act upon those cases which have been forwarded, along with the dully filled-in Form.
- The Committee will ensure that the grievances are redressed within the stipulated time period.

Grievance-Handling Mechanism

The following mechanisms are in place for timely action towards grievance-handling:

- **Tutor-guardian System** — For the benefit and guidance of the students, this feature exists in most institutions. Regular meetings between the Mentor and the Mentee are held wherein students are free to discuss any personal or academic problem being faced by them.
- **Counseling Cell** — This Cell is functional to counsel and guide the students for their overall development, including appropriate intervention needed to redress any grievance at the initial stage.
- **Complaint Box** — A Complaint Box has been placed at outside principal chamber for students to access it conveniently and drop the duly filled-in Grievance Form.
- **Open Door Policy** — All students are free to personally contact the Principal, or the convener of committee, during the college working-hours

Besides the above mentioned, students may also get in touch with the Nodal Officer - appointed for the same - by using the following contact details:

Email: grievanceswpg@gmail.com

Syllabus and/or with mistakes therein. Students are required to submit such a grievance to the student grievance redressal committee (examinations) within seven days of that exam-conduction, for redressal of the same.

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Student Grievance-Redressal Procedure, at a Glance:- OFFLINE MODE

Students can access the Suggestion/ Complaint-box, placed outside the D-Block on campus, to reach out to the authorities for grievance-redressal. They may even mail the same to grievanceswpg@gmail.com



While the Box is accessed weekly, the website is looked up on a daily basis. Upon receiving the complaints, the Committee fixes a date for a meeting to take up as items on its agenda.

The members discuss the grievances among themselves and arrive at the best solutions to be proposed as necessary action.



The Committee then forwards the grievances alongwith the proposed solutions to the respective principal/ the convenor/the members, and follows up the matter so as to ensure redressal within the stipulated time-period.

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Upon completion of the proceedings, the Committee communicates the final decision on the Notice Board put up near the Suggestion/ Complaint Box for the information of all the students, especially the complainants.



The complaints is/ are, thereafter, considered as disposed off

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Student Grievance-Redressal Procedure, at a Glance:- ONLINE MODE

Identify the need for a student grievance redressal mechanism



Form a dedicated student grievance redressal cell or committee



Appoint qualified personnel to handle grievances



Establish communication channels (email, online forms, helpline, etc.)



Inform students about the grievance redressal mechanism and its procedures



Receive and record student grievances



Categorize grievances based on their nature or severity



Acknowledge receipt of grievances to the students

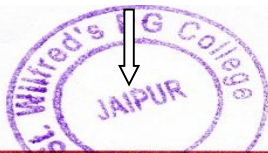


Investigate grievances and gather relevant information



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Conduct fair and unbiased evaluation of the grievances



Collaborate with relevant departments and authorities, if needed



Take necessary actions to resolve grievances



Provide timely updates and communicate the progress to the students



Close the grievance case once resolved



Maintain confidentiality and protect student privacy



Periodically review the functioning and effectiveness of the mechanism



Make necessary improvements based on feedback and evaluation



Continuously communicate and raise awareness about the mechanism to students

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