

PODDAR INTERNATIONAL COLLEGE

Sector 7, Mansarovar, Jaipur

Students' Grievance Cell

The college has constituted a students' Grievance Cell to address a genuine Grievance of students. Anyone with a genuine grievance may approach the 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.

Objectives:

The main 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 college.

Other objectives are:

- Upholding the dignity of the College by ensuring 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.
- 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 nasty manner towards any of them for any reason.

Scope:

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

- Academic Matters: Related to timely issue of duplicate Mark-sheets, 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 & handling complaint:

- The students will submit grievance in writing to the cell or drop it in the box.
- 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.

The Composition of the Students' Grievance Cell is as follows: –

Sr. No.	Names	Designation	Composition
1	Dr. Praveen Goswami	Principal	Chairman
2	Dr. Meenu Mangal	Vice Principal	Convener
3	Dr. Poonam Dhawan	HOD, Botany	Member
4	Mr. Sunil Kakkar	HOD, Commerce & Management	Member
5	Dr. Narendra Agarwal	HOD, Physics	Member
6.	Dr. Neha Sharma	HOD, Zoology	Member