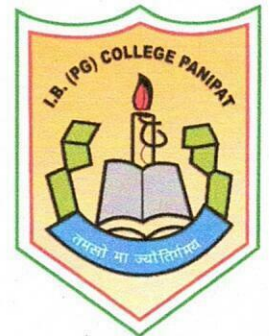


# I.B.(PG) COLLEGE, PANIPAT



## Grievance Redressal Cell Policy

of

## I.B. (PG) College, Panipat

**Address: -**

G.T Road,

Panipat-(Haryana) Phone:0180-2636700, 2638259

**E-Mail:** [principalibcollege@gmail.com](mailto:principalibcollege@gmail.com)

# I.B.(PG) COLLEGE, PANIPAT

2

## Grievance Redressal Cell Policy

### For Students

I.B. (P.G.) College, Panipat, Haryana has established a Grievance Redressal Cell to effectively address and resolve any grievances raised by students of the college.

### **Objectives:**

The primary objective of this cell is to foster a harmonious atmosphere on campus. The Grievance Redressal Cell handles all grievances directly submitted to the cell or through the Students' Portal available on the college's website. The cell follows a systematic approach to address and resolve grievances by involving the respective department or person associated with the specific issue. The cell ensures that the grievance procedure is initiated and followed in compliance with the college's rules and regulations. Confidentiality is maintained, and information regarding the grievances is disclosed only to those individuals who have a legitimate role in resolving the matter.

### For Employees

To facilitate the resolution of employee issues and grievances, there is a well-defined mechanism in place. Employees are provided with the opportunity to initiate and pursue the grievance redressal procedure within 15 days from the date of submitting their request for redressal. This process adheres to the rules and regulations set by the college, university, or state. Confidentiality is maintained, and information regarding the grievances is disclosed only to individuals who have a legitimate role in resolving the matter.

Employees have the option to raise or report their grievances in writing to the head of the institution. If the process of grievance redressal is not initiated within the stipulated 15-day period, employees are entitled to make a representation to the President of the Governing Body at I.B. (P.G.) College, Panipat. This ensures that employees have a recourse to escalate their grievances if they feel that the initial resolution process has not been adequately addressed.

### **Objectives:**

- ❖ The primary purpose of the Grievance Redressal Cell at the college is to offer support and assistance to both students and employees.
- ❖ The cell is responsible for addressing and resolving any grievances or complaints raised by students and employees regarding academic, administrative, or other issues.
- ❖ It serves as a platform for individuals to express their concerns and seek resolutions to their problems.
- ❖ The Grievance Redressal Cell works towards providing a fair and impartial redressal process, ensuring that all grievances are thoroughly investigated and resolved in a timely manner.

  
**PRINCIPAL**  
Principal  
Grievance Redressal Cell Policy  
I.B. (P.G.) College, Panipat