



चौधरी महादेव प्रसाद महाविद्यालय

C. M. P. DEGREE COLLEGE

(A Constituent P.G. College, University of Allahabad)
Under the Strengthening Component of DBT Star College Scheme
Website: www.cmpcollege.ac.in



Grievance Redressal Policy

To promote the welfare of students, CMP Degree College has a robust mechanism for handling student grievances related to academic and non-academic matters

Objectives of Grievance Redressal Committee:

Grievance redressal committees are formed with the purpose of providing a platform to the students to address their issues and get them resolved. The committees are required to handle students' grievances and provide speedy resolution for the same. In general, the objectives of these committees are:

1. To ensure that students get prompt solution to their problems;
2. To ensure harmonious student – faculty relationship;
3. To provide a platform for essential communications and bridge the communication gap related to various academic matters;
4. To provide a platform to students for expressing their grievances freely and ensuring that it would be handled without any biases

Academic Matters

The grievances related to academic matters like Admissions, Internal Assessment and Examinations are addressed by specific committees designated for this purpose. The college has two following committees:

- Admission committee
- Examination committee

Admission grievance redressal mechanism:

The college ensures that grievances/complaints of students are handled promptly for necessary action. The nature of admission related grievances include

1. Irregularity in the admission process adopted by the college;
2. Not having relevant certificates;
3. Information furnished in prospectus that might seem false or misleading;
4. Breach in reservation policy in admission as applicable;
5. Refund of fees in case a student withdraws admission within the stipulated time;
6. Issues of clarity relating to admission in various cut-offs



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ADMISSION GRIEVANCES REDRESSAL POLICY:

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

- Formation of committees and members: The names of the committees and their members are displayed/notified on website of the college.
- A separate grievance committee is formed to handle problems of students. This committee ensures that all grievances of students are duly taken care off.
- Departmental Grievance Committees: To ensure just and fair mechanism at department level, departments at CMP Degree College practices grievance redressal for UG, PG and Ph.D. students of the respective departments.
- Receipt of complaint: If any student has a complaint/query/grievance, then he/she /they may either lodge a written complaint at departments/committees or may mail it to college.
- Action taken at committee level: On receipt of the complaint, the grievance committee tries to resolve it within the committee and departments, if unresolved then it is directed to the College Grievance committee.
- Action taken by the Principal of the College: If committees are not able to resolve the issue or the student is not satisfied with the committee's decision, then the complaint may be filed with the Principal of the College for necessary action.
- Reporting to the University & UGC: If the complaint is related to a matter pertaining to decisions at the university level or UGC, then the complaint is forwarded to the concerned person at the university level or UGC seeking a resolution for the same.

Examination Grievance Redressal

A- Internal Assessment Grievance Redressal Mechanism:

The College has three levels to address the grievances related to internal assessment- Department, College and University. The protocol established by the college for grievance redressal aims to make the mechanism time bound, transparent and efficient.

Nature of Grievances: The Internal Assessment related grievances include



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1. Incorrect uploading of Internal Assessment marks
2. Late submission of assignment
3. Non submission of assignment due to medical issues, family emergency or academic/non-academic event participation and any other.

INTERNAL ASSESSMENT GRIEVANCES POLICY:

1. All the faculty members must adhere to the guidelines laid down by the University of Allahabad for the Internal Assessment.
2. In order to maintain transparent Internal Assessment mechanism, every department may deliberate upon any internal assessment related issues, by discussing it among the faculty members.
3. The College ensures that every student signs the hard copy of the Internal Assessment after a careful scrutiny before sending it to the examination branch of the University.
4. The Examination Committee constituted by the college may intervene if the subject teacher and the department are experiencing difficulties in sorting out the issues at their end.

EXAMINATION GRIEVANCES REDRESSAL POLICY:

The college has an examination committee which is responsible and accountable for handling all examination related issues. This committee comprises of nodal officers which acts as a connecting link between students and the university. The committee deals with examination related grievances of the following nature:

Pre examination issues

- Papers opted by the students are not reflected in the date sheet;
- Late submission of examination fee;
- Missing admit card;
- Matters related to students found using unfair means
- Appearing late for the exam. 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 grievance redressal



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- 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 write an application to the University.

Non-academic Matters

Grievances related to non-academic matters are taken care off by separate committees formulated for this purpose, such as:

- Issues related to indiscipline: Disciplinary Board & Proctorial Board
- Issues related to Ragging/Bullying: Anti-Ragging Cell
- Issues related to sexual harassment and Gender Discrimination: Internal Complaints Committee etc.
- Issues related to Scholarship: Student Welfare Committee
- Issues related to Library: Library Committee.
- Issues related to Infrastructure/facilities: Administrative section

Sarita Srivastava

Dr. Sarita Srivastava
(Co-ordinator, IOAC)



A.P. Khare

Prof. Ajay Prakash Khare
Principal

