



# MAA KAMAKHYA POLYTECHNIC

Ramdihra, Tilouthu, Rohtas, (Bihar) - 821312

A unit of Rani & Dharmdeo Singh Trust

Approved by AICTE, New Delhi, Ministry of HRD, Govt. of India.

F.No. Northern/2024-25/1-44065788556) & Affiliated to SBTE, Bihar.

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Web : [www.mkpcollege.com](http://www.mkpcollege.com)

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## GRIEVANCE REDRESSAL POLICY

The college has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment.

Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through GRC web portal [www.mkpcollege.com](http://www.mkpcollege.com) to the officer in-charge of Students' Grievance Redressal Committee or Principal.

### Objective: -

The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting 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. Suggestion /Complaint Box have been installed in front of the Administrative Block in which the Students , who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics /Administration in the college.



- Grievances related to fees etc. will be taken up only if the relevant financial documents like demand drafts etc are attached.

The committee is requested to Contribute effectively to dispose the grievances at the earliest.

A registry to register the complaint is established and kept in the Principal office under the supervision of Mr. Akash Singh Administrative officer. On receipt of the complaint, the staff in-charge of the registry will submit the same to the Member Secretary of the "Grievance Redressal Committee". The committee will meet, with information to the complainant on their day of Convenience. An aggrieved Student or Parent may appear in person to present his/her case.

In the case, the complainant not satisfied with the decision of the Committee, they may send their appeals to the "OMBUDSMAN" appointed by the Affiliating University. The OMBUDSMAN will fix a date for hearing the Complainant which shall be communicated to the Institute and the aggrieved person.

The Institution shall comply with the order of the ombudsman. Any order of the OMBUDSMAN not complied with by the Institution, will be reported to AICTE for appropriate action.

In case of any false/frivolous Complaint, the ombudsman may appropriate action against Complaint.

#### **Exclusions:-**

The Grievance Redressal Committee shall not entertain the following issues:

- Decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the University.
- Decisions with regard to award of scholarship, fee concessions, medals, etc.
- Decisions made by the University with regard to disciplinary matters and misconduct.
- Decisions of the University about admissions in any courses offered by the Institute.
- Decisions by competent authority on assessment and examination result.



- 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,
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

#### **Scope:-**

The committee deals 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 etc.,

#### **Functions:-**

The cases are attended promptly on receipt of written grievances from the students.

The Committee formally meets to review all cases, prepares a statistical reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

#### **Procedure:-**

- The setting of the Grievance Redressal Committee for students will be widely published.
- The students may feel free to put up a grievance in the format attached and drop it in boxes places at conspicuous locations.
- The GRC will act upon those cases which have been forwarded along with the necessary documents.
- The GRC will take up only those matters which have not been solved by the



### Establishment of a Grievance Redressal Committee.

In order to comply with the MHRD Regulation for addressing, student or Parent's grievance in a Technical Institution. "Grievance Redressal Committee" of **MKP Rohtas** has been constituted with following Staff in different positions to enquire the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same.

SL. No.	Name of Member	Designation	Contact No.
1.	Mr. Rajendra Raj	Principal/Member Secretary	8877444477
2.	Mrs. Rani Singh	Trust Chairman	9308408071
3.	Tanu Shree	Member	7702128882
4.	Neha Raj	Member	7760900771

The Student or Person, who are willing to launch any complaints, shall send their representation of redressal of their grievance to the following Grievances Redressal Committee.

All aggrieved parents and the stockholders may also thenceforth approach to the Grievance Redressal Committee.



(Dr. Rajendra Raj)  
Principal

Maa Kamakhya Polytechnic  
Ramdihra, Bihar

**Principal**  
**MAA KAMAKHYA POLYTECHNIC**