



SUPPORTING DOCUMENTS

2.5.2

**MECHANISM TO DEAL WITH INTERNAL EXAMINATION RELATED
GRIEVANCES IS TRANSPARENT, TIME-BOUND AND EFFICIENT**



HPU has a common online grievance form for students to raise issues regarding external examination

<https://hpuniv.ac.in/grivances.php>

The screenshot shows the online grievance form on the HPU website. The page header includes navigation links: HOME | EMPLOYEE TELEPHONE DIRECTORY | RTI | TENDERS / VACANCY | CONTACT US. The main header features the university's name in Hindi (हिमाचल प्रदेश विश्वविद्यालय) and English (HIMACHAL PRADESH UNIVERSITY), along with the NAAC accreditation status: (A State Government University Accredited with 'A' grade by NAAC). A menu bar contains various university departments. The breadcrumb trail shows 'Home » Grievances'. The form itself is titled 'Grievances' and contains the following fields:

- Name *
- Name
- Email id *
- Email Address
- Gender* Male Female
- Category* Student Faculty
- Mobile No.



The college has a Grievance Redressal Cell

<https://www.stbedescollege.in/grievance-redressal-cell/>

St. Bede's College
NAAC Re-Accredited A+ Grade

Heritage Status

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GRIEVANCE REDRESSAL CELL

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GRIEVANCE REDRESSAL CELL

The college has constituted a Grievance Redressal Cell with a commitment to provide security and good atmosphere for all round development of the students and to promote good professional relationships among the students and the staff (teaching and non-teaching). The cell intends to genuinely, impartially and amicably facilitate the settlement of grievances related to the stakeholders.

POST GRIEVANCE

Course Name *

Subject of Grievance *

Grievance Details*

POST GRIEVANCE

Course Name *

Subject of Grievance *

Grievance Details*

No file chosen

Category (Present, Ex-Student, Parents, etc.) *

Mobile Number *

Name *

Email *

Address *



St. Bede's College
Shimla-171002
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GRIEVANCE REDRESSAL CELL

The college has constituted a Grievance Redressal Cell with a commitment to provide security and good atmosphere for all round development of the students and to promote good professional relationships among the students and the staff (teaching and non-teaching). The cell intends to genuinely, impartially and amicably facilitate the settlement of grievances related to the stakeholders.

The objectives of the Grievance Cell are the following:-

- To provide access to the stakeholders so that the remedial action related to grievances can be ensured immediately.
- To be fair and impartial in finding solutions for the issues faced by the grievant.
- To ensure that complete confidentiality is maintained and the grievant is not victimized or harassed.
- To monitor the smooth functioning of the college and oversee the protection of human rights and civil liberties.

Mechanism:

The college aims at solving the grievance of students by looking into the complaints lodged by any student/ stakeholder and redress it within a reasonable time frame. The students and stakeholders can state their grievance regarding any academic and non-academic matter within the campus through the online form or they can drop in the complaints into the suggestion box. The grievances are redressed by the committee members when any grievance is documented.

The online form is accessible on the college website; the students and the stakeholders can easily fill it and report their grievances. The suggestion box is situated outside the principal's office the students can drop in their grievances by mentioning their names or leave it anonymous. This box is opened in the presence of the committee members. The members act upon those cases that are documented through the above cited channels.

Members:

Mr. V.K Sanoria

Mr. Bihari Lal

Dr. Gitanjali Mahendra

Mr. Salil Sood

Ms. Unnattii Chauhan

Admiral of the College

Mr. Manu Mahajan



Grievance Redressal Cell

December 4, 2020

A meeting of the members of the Grievance Redressal cell was held to note if any grievances were reported by the students/ stakeholders. The suggestion box was opened in the presence of the members. No grievances were reported; probably due to the Covid Pandemic students were not coming to the college and that could be the reason for no documented grievances. No grievances were received online too.

Members

Mr. V.K Sanoria *Sanoria*

Dr. Gitanjali Mahendra *gmahendra*

Ms. Unnattii Chauhan *Unnattii Chauhan*

Mr. Manu Mahajan *Manu*

Mr. Bihari Lal *Bihari Lal*

Mr. Salil Sood *Salil Sood*

Tanya
Admiral of the College