

Ref. No. : **6624**

Date : **23/01/2024**

Grievance Redressal Mechanism For Faculty, Staff, And Students

OMBUDSMAN:

Dr. Gurpreet Pannu Email: drgurpreetpannu@hotmail.com

| NAME | POSITION IN COMMITTEE | DESIGNATION |
|-----------------------------|-----------------------|------------------|
| DR.SARBJEET KAUR DHILLON | CHAIRPERSON | DIRECTOR |
| GURJEET KAUR | MEMBER | TEACHING FACULTY |
| INDERPREET KAUR | MEMBER | TEACHING FACULTY |
| PRIYANKA | MEMBER | TEACHING FACULTY |
| SANDEEP KAUR/ JASWANT SINGH | STUDENT | MCA-I |
| RAMVEER SINGH / BOHAR SINGH | STUDENT | MBA-I |

In considering the grievances before it, the SGRC shall follow principles of natural justice.

- (1) The SGRC shall send its report with recommendations, if any, to the concerned institution and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.
- (2) Any student aggrieved by the decision of the SGRC may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.
- (3) There is a procedure of filling up a feedback format by the class representative which consists of the contents of the syllabus covered and the percentage of the syllabus covered.
- (4) Regular, anonymous, questionnaires are given to students to fill in to identify the problem areas.
- (5) In addition to the suggestion boxes, the institute also encourages the students to fill in suggestion forms regularly, and in the follow-up, everybody in the college is promptly informed of any decision whatsoever reached on each suggestion.

For any kind of grievance

E-mail at: grievanceredressalmc@gmail.com

URL: malwacollege.edugrievance.com


DIRECTOR
MALWA COLLEGE
BATHINDA