



# MUKAND LAL NATIONAL COLLEGE

(Affiliated to Kurukshetra University, Kurukshetra) Estd. 1955

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**YAMUNA NAGAR – 135 001 (Haryana)**

## **Criterion- 5: Students Support and Progression**

### **Mechanism for Every type of Grievance Redressal adopted by the college**

College is having a comprehensive grievance redressal mechanism to ensure timely resolution of general grievances, grievances related to ragging, grievances related to sexual harassment cases involving students. This mechanism is designed to create a safe and supportive environment for all students, where their concerns and complaints are addressed effectively. Here is an overview of the grievance redressal process:

**1. Grievance Reporting:** Students can report their grievances, including issues related to general concerns, ragging, and sexual harassment, through various channels. These channels include:

❖ **Dedicated Committees:** We have dedicated committees such as Anti-Ragging Committee, Anti-Sexual Harassment Committee, Grievance & Redressal Committee comprising faculty members and student representative. The respective committees are responsible for receiving and processing complaints related to them.

❖ **Online reporting of grievances:** The college provides an Online Grievance Redressal (Complaint Form) on website where students can report their grievances.

❖ **Offline reporting of grievances:** Students can also report their grievances directly to the Principal or post it in the suggestion box installed in front of the Principal's office. These channels ensure that students have multiple options to raise their concerns.

**2. Grievance Evaluation and Investigation:** Once a complaint is received, the concerned committee initiates an evaluation and investigates the grievance.

**3. Grievance Resolution:** After the investigation, the appropriate actions are taken to resolve the grievance which involves the following steps:

❖ **Mediation and Counseling:** In cases where the issue can be resolved through mediation or counseling, the committee facilitates discussions between the parties involved and provides support and guidance to resolve conflicts and foster understanding.

❖ **Disciplinary Action:** If the grievance involves serious offenses such as ragging or sexual harassment, strict disciplinary actions are taken against the perpetrators. The punishments may include suspension, expulsion, or legal action, depending on the severity of the offense.

❖ **Support and Protection:** Throughout the resolution process, the college ensures the safety and protection of the complainant and witnesses. Adequate measures are taken to prevent victimization or retaliation against those who come forward with complaints. By implementing this grievance redressal mechanism, our college aims to address student grievances promptly and effectively. The process emphasizes confidentiality, fairness, and the well-being of all parties involved, fostering a safe and inclusive learning environment for every student.



*Principal*

*Mukand Lal National College,*

*YAMUNA NAGAR (Haryana)*

**Dr. Ritu Kumar**  
**Principal (Offg.)**