

Govt. NCJ College, Dalli Rajhara, Dist.- Balod, CG.



Complaint Policy



Objective:

- To ensure effective solutions to the student's grievances with an impartial and fair approach.
- To help students to record their complaints related to academics, resources, and personal grievances freely and frankly without any fear of victimization.
- To make officials of the college responsive, accountable, and courteous in dealing with the students.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules is brought to the notice of the principal.

- To support students if any, who have been deprived of the services offered by the college, to which he/ she is entitled.

Scope:

The Complaint Cell/Committee will deal with grievances received in writing from the students about the following matters-

- Academic Matters-Related to the timely issue of mark sheets Transfer Certificates, and other examination-related matters.
- Financial Matters-Related to dues and payments for various items from the library, hostels, etc.
- Non-academic Matters-Related to certain misgivings about conditions of college, sanitations, victimization by teachers, etc
- The students, staff, and other stakeholders can lodge their grievances through an online mechanism as provided on the **college website: www.govtncjcollege.in** through the cells email id:
- The students may feel free to drop the writing in the grievance/ suggestion box who want to remain anonymous.

- The person concerned can personally approach any cell member, write an application, and submit it to the cell convener for grievances of any sort.
- The grievance redressal cell will act upon those cases which have been forwarded along with the necessary documents.

Examination-related grievances:

- The internal examination-related grievances are redressed by the Internal examination committee of the college. The students can lodge their complaints either orally to the committee or by using the link provided on the college website, and their complaints are redressed within the time period.
- Link: <https://www.govtncjcollege.in/grievance/>



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Online Grievance Form

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Online Grievance Form

Name

Course

Year/Semester

Phone No.

Email

Type of Complaint

Complaint Details

Grievance Form

Name

Course

Year/Semester

Phone No.

Email

email

Type of Complaint

Complaint Details

Caste Based Discrimination Online Grievance Form