



Hindustan College of Science & Technology, Farah, Mathura

SIM Student Interface

SGI SHARDA GROUP OF INSTITUTIONS
AGRA - MATHURA - G. NOIDA

HCST

College Alerts

Alerts

Attendance

News
Hon'ble Vice Chairman of SGI conferred with "India Skill Award 2014"

Library

Course Plan
STUDENT COURSE PLAN

Library Info
Library

ebook

naukri

STUDENT TIMETABLE

COMPLAINT & SUGGESTION

HELLO, Priyanshi Agarwal

Profile

Alerts

Change Password

Logout

Library

Result

<http://111.93.35.142/isim/login>

[Signature]
DEAN
Students Welfare
H.C.S.T. FARAH
Mathura

[Signature]
Director
Hindustan College of
Science & Technology
FARAH (MATHURA)

COMPLAINT BOX

Admission No	<input type="text" value="HCST19CS043"/>	Student Name	<input type="text" value="Priyanshi Agarwal"/>
Complaint No	<input type="text" value="CL2223/00115"/>	Complaint Date	<input type="text" value="26/12/2022"/>
Nature of Complaint	<input type="text" value="Classroom / Lab"/>		
Description of Complaint	<input type="text" value="testing only....."/>		
Complaint Location	<input type="text" value="HCST"/>	Location Remark:	<input type="text" value="test"/>
Upload Document	<input type="button" value="Choose File"/> No file chosen		

Complaint Resolution Status

Status	Complaint Registered with Manager (PANKAJ KHANNA)	Status for Pending	Pending
Remark			
Problem Resolved	<input type="text" value="No"/>	Feedback	<input type="text"/>

Go to Complaint No

Complaint Status

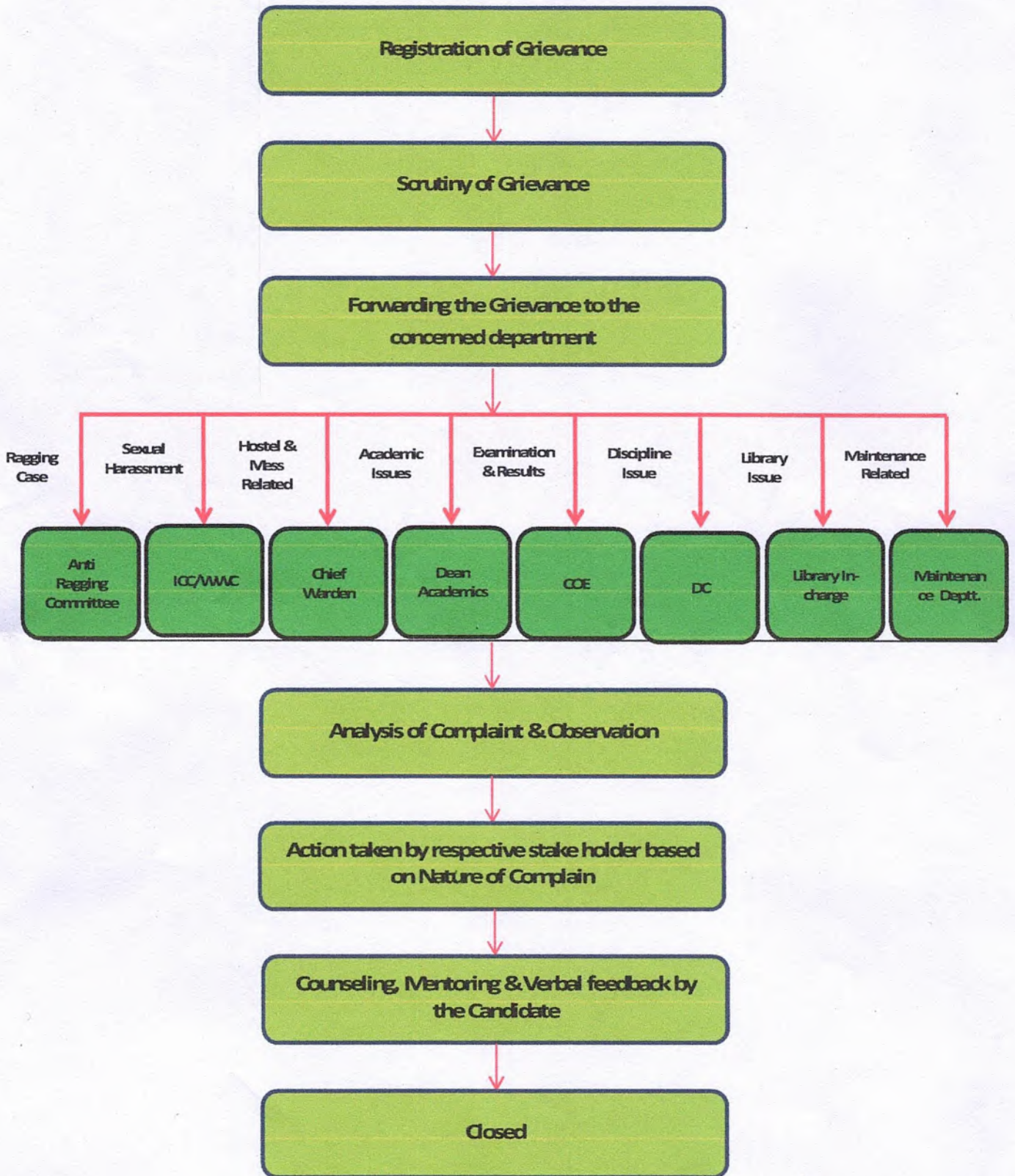
Complaint Details

	#	Complaint No.	Date	Nature	Description	Location	Land Mark	Status	Remark	Download
Select	1	CL2223/00115	26/12/2022 15:55:37	Classroom / Lab	testing only.....	HCST	test	Pending		


Director
 Hindustan College of
 Science & Technology
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Flow Chart for Grievance Redressal




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Hindustan College of
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Qb...
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Hindustan College of Science & Technology, Farah, Mathura

Date: 25.06.2018

Students Grievances Cell

Introduction:

The Student's Grievance Cell desires to promote and maintain a conducive and unprejudiced educational environment.

The Cell enables a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College. 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated bias".

Objectives of Students' Grievance Cell:


1. To support, those students who have been deprived of the services offered by the college, for which he/she is entitled.
2. To make officials of the college responsive, accountable and courteous in dealing with the students.
3. To ensure effective solution to the students' grievances with an impartial and fair approach.

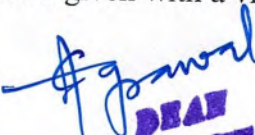
Functions:

1. Redressal of Students' Grievances to solve their academic and administrative problems.
2. To co-ordinate between students and Departments/Sections to redress the grievances
3. To guide ways and means to the students to redress their problems.

Students' Grievance Procedure:

The grievance procedure is a machinery to sort out the issues between student and college. It is a means by which a student who believe that, he/she has been treated unfairly with respect to his/her academic/administrative affairs or is convinced to be discriminated is redressed It is a device to settle a problem. It enables to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college. It involves a process of investigation in which 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Matters are disclosed to only those, who have a legitimate role in resolving the matter. Emphasis on procedural fairness has been given with a view to be heard and right to be treated bias"


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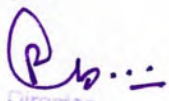
Grievances in the prescribed form available with Dean Student's Welfare office. The form, duly filled, is required to be submitted in the drop box placed outside the DSW office. The DSW in turn intimates the matter to the committee for necessary action. Final report based on grievance received and resolved will be submitted to the Director and further course of action will be decided and the same shall be intimated to the students.

Exclusions:

SGC shall not entertain following issues.

1. Decisions of the Academic Council/Board of studies and other academic/ administrative committees constituted by the college.
2. Decisions with regard to award of scholarships/fee concessions/awards/medals.
3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the college in admissions of any courses.
5. Decisions of the competent authority on assessment and examination result.

The grievances received is forwarded to the Committee for immediate redressal. In all such cases prompt action should be taken and the matter must be resolved. The aggrieved of all such cases is informed of the measures taken and checks in the system is introduced to ensure that there is no repetition of the same.


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GRIEVENCE REDRESSAL MECHANISM

Any student of the College aggrieved by any acts of sexual harassment, misconduct or ragging as defined and summarized here in above can approach the Student Grievance Redressal cell at the College. Further, any student who is aware of any violations must report the same to the Cell. The Cell shall consist of members as appointed by the Director. Grievance must be in writing and should be made within 60 days from the day of the alleged violation. The Cell shall take cognizance of the grievance and inform the Committee formed to enforce this Code or the Internal Complaints Committee, in cases of any sexual harassment complaints. The college closely follows the regulations of UGC (Grievance Redressal) Regulations, 2018

1. The college provides adequate and ample platforms for its different stakeholders to raise their grievances. The college insists on convening regular open houses for all the departments.
2. In order to resolve any confusion and grievance related to admission to various academic programmes special helpdesk should be arranged. Any breach in the reservation policy in admission should be directly informed to the Director.
3. Grievance related to fee payment, caution deposit, etc. should be dealt by the respective heads of the department, and should be reported to the Director according to the seriousness of the issues.
4. Complaints related to various offices of the college including the Director can be informed directly to the manager of the college.
5. Adequate measures should be taken to address the suggestions regularly gathered from the suggestion boxes placed at different blocks of the college.
6. Manuel of the college should be published in print form and online.
7. Grievance Redress Cell convenes frequent meetings to monitor the grievance redress activities of the institution.
8. College has constituted anti ragging committee, women welfare cell, Proctorial board and Discipline committee to leek after and redress different complaints raised by the student in all above Categories.


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