



GRIEVANCE REDRESSAL

**GOVERNMENT COLLEGE JAITHARI,
DISTRICT- ANUPPUR (M.P.) INDIA**

POLICY

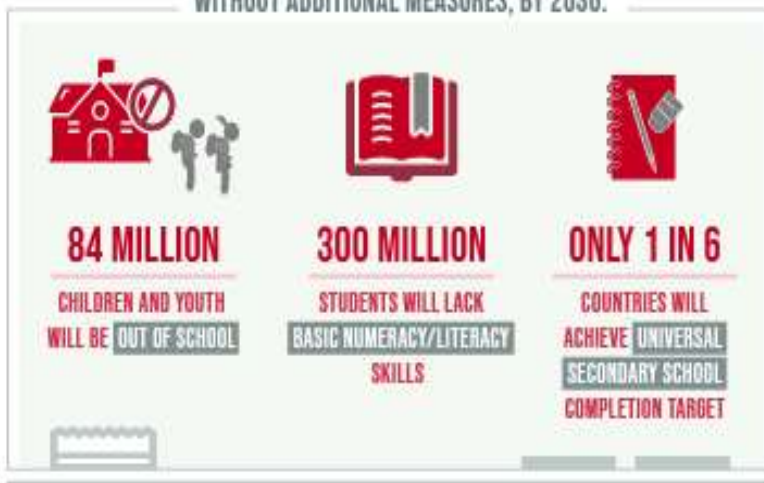


ENSURE INCLUSIVE AND EQUITABLE QUALITY EDUCATION AND PROMOTE LIFELONG LEARNING OPPORTUNITIES FOR ALL

DESPITE SLOW PROGRESS,

THE WORLD IS FALLING FAR BEHIND IN ACHIEVING QUALITY EDUCATION

WITHOUT ADDITIONAL MEASURES, BY 2030:

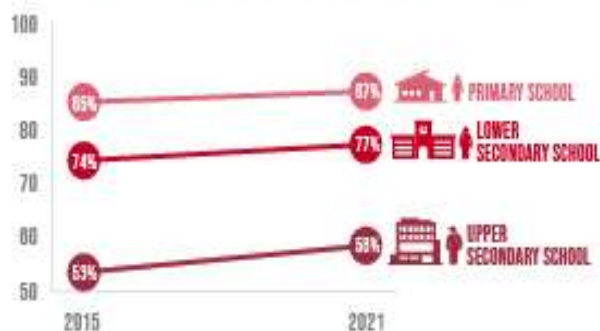


THE PANDEMIC

CAUSED LEARNING LOSSES IN **4 IN 5** OF 104 COUNTRIES STUDIED

PRIMARY AND SECONDARY SCHOOL COMPLETION RATES ARE **RIISING**, BUT THE PACE IS SLOW AND UNEVEN

COMPLETION RATES



LOW- AND LOWER-MIDDLE-INCOME COUNTRIES FACE A NEARLY

\$100 BILLION

ANNUAL FINANCING GAP

TO REACH THEIR EDUCATION TARGETS



Mr. Ashok Kumar Rathour

Adhyaksh

Janbhagidari Samiti Govt. College Jaithari, Anuppur (M.P.)

Forward



Dear Esteemed Members of Government College Jaithari,

As the Adhyaksh of the Janbhagidari Samiti of Government College Jaithari, District Anuppur, Madhya Pradesh, it gives me immense pleasure to present this foreword to our comprehensive College Policy. Since our institution's establishment in 2012, we have been on a journey of growth, learning, and community engagement. This policy document marks another significant milestone in our college's development.

The Janbhagidari Samiti, or Public Participation Committee, plays a crucial role in bridging the gap between the college and the community. Our committee's vision aligns perfectly with the college's mission to provide quality education while fostering a sense of social responsibility among our students.

This College Policy is a testament to our collective efforts to create an institution that not only excels in academics but also prepares students to be responsible citizens. It encompasses various aspects of college life, from academic standards to community outreach programs, reflecting our commitment to holistic education.

I urge all stakeholders - students, faculty, staff, and community members - to embrace this policy wholeheartedly. It is through your active participation and adherence to these guidelines that we can truly realize the potential of our institution.

As we move forward, let us remember that the strength of our college lies in the spirit of 'Janbhagidari' - public participation. This policy is not just a document, but a shared vision for our college's future. Together, we can build an educational institution that serves as a beacon of knowledge and social progress in our region.

I look forward to your continued support and cooperation in implementing this policy and in furthering the growth of Government College Jaithari.

Sincerely,

**Mr. Ashok Kumar Rathour
Adhyaksh- Janbhagidari Samiti
Govt. College Jaithari
District Anuppur, (M.P.)**



Dr. Ramesh Singh Wate

Principal

Govt. College Jaithari, Anuppur (M.P.)

Forward



Dear Students, Faculty, and Staff,

As the Principal of Government College Jaithari, District Anuppur, Madhya Pradesh, it is my privilege to present our comprehensive College Policy. This document serves as a cornerstone for our institution, outlining our vision, mission, and the guiding principles that shape our academic environment.

Our college policy is designed to foster an atmosphere of academic excellence, personal growth, and social responsibility. It reflects our commitment to providing quality education while nurturing the diverse talents of our students. The policy encompasses various aspects of college life, including academic standards, code of conduct, extracurricular activities, and community engagement.

I encourage all members of our college community to familiarize themselves with this policy. It is not merely a set of rules, but a roadmap for our collective success. By adhering to these guidelines, we create a harmonious and productive learning environment that benefits everyone.

As we move forward, let us embrace these policies with enthusiasm and dedication. Together, we can build a college that not only imparts knowledge but also shapes responsible citizens who will contribute positively to society.

I look forward to working with all of you in upholding the high standards set forth in this policy and in continually striving for excellence in all our endeavors.

Sincerely,

Dr. Ramesh Singh Wate
Principal
Govt. College Jaithari
District-Anuppur (M.P.)

Govt. College Jaithari, Anuppur M.P.

Department of Higher Education M.P.

Grievance Redressal Policy

1. Objective:

The objective of this policy is to ensure a fair, impartial, and consistent approach to address and resolve student grievances. We aim to foster a conducive environment for students by promoting transparency and accountability in every action and decision we make.

2. Scope:

This policy applies to all students enrolled in the Government College, Jaithari.

3. Grievance Redressal Committee (GRC):

A Grievance Redressal Committee will be established comprising faculty members, administrative staff, and student representatives. The committee will be responsible for investigating all student grievances and suggesting appropriate solutions.

4. Procedure for Lodging Grievances:

- 4.1. Students who wish to lodge a grievance should first approach the concerned authority or person. If the grievance is not resolved satisfactorily at this level, the student may escalate the grievance to the GRC.
- 4.2. Grievances should be lodged in writing and submitted to the GRC, either directly or through email.
- 4.3. The GRC will acknowledge receipt of the grievance within 2 working days and will endeavor to resolve the grievance within 15 working days. The student will be informed of the outcome in writing.

5. Use of Madhya Pradesh Chief Minister's Helpline:

- 5.1. If the grievance is not resolved satisfactorily by the GRC, the student has the right to escalate the grievance to the Madhya Pradesh Chief Minister's Helpline.
- 5.2. The Helpline number is: [181]
- 5.3. The Helpline is available 24/7 and students can lodge their grievances in Hindi or English.
- 5.4. Students are advised to provide all necessary information about the grievance when contacting the Helpline, including the steps already taken to resolve the grievance.

6. Policy Implementation:

- 6.1. The policy will be implemented with immediate effect from the date of approval by the College Governing Council.
- 6.2. The policy will be reviewed annually, and any changes will be communicated to all students.
- 6.3. This policy will be available on the college's official website and will be communicated to all students at the start of the academic year.

7. Confidentiality:

All grievances will be treated with confidentiality, and no student will be discriminated against or suffer any disadvantage as a result of lodging a grievance.

8. Feedback and Continuous Improvement:

The GRC will monitor the implementation of this policy and will regularly review and improve the policy based on feedback from students and other stakeholders.

This policy is dedicated to ensuring that all students have a positive and enriching experience at Government College, Jaithari. We encourage all students to voice their concerns and suggestions to continually improve our college environment.

Drafted by:- Dr. Pushendra Bargahi

& Smt. Rama Vishwakarma

Edited by:- Mr. R.S. Solanki

Verified by:- Dr. Pahalwan Singh Meena

**Coordinator IQAC
Govt. College Jaithari**

**Principal
Govt. College Jaithari
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