

Grievance Redressal Cell

The Grievance Redressal Cell was constituted to probe into the student grievances. The Grievance Redressal Portal attempts to address genuine problems and complaints of Students, Faculty and other Stakeholders. It deals with all types of grievances and complaints. Students, Faculty and other Stakeholders are encouraged to use the suggestion boxes placed on different location of the campus to express suggestions and grievances. They may also approach the members of the grievance Redressal cell or any of their other teachers as is comfortable to them.

Students, Faculty and other Stakeholders are requested to note that making a complaint is serious and therefore they are to use this power in a responsible manner. At the same time, the college assures Students, Faculty and other Stakeholders that once a complaint is made, it will be treated with sensitivity and confidentiality.

* Objective:

The Grievance Redressal mechanism can be able to receive and dispose of the grievances. The Grievance Redressal information is displayed in all notice boards to ensure publicity/awareness of the establishment of Grievance Redressal mechanism. Faculty from departments, who are members of this cell meet periodically and provide solutions to problems related to girl students and women employees. The committee invites suggestions from employees for improving the working environment and resolving issues if any.

The Grievance Redressal Cell of J.L.N. College is a vital institutional body that plays a pivotal role in addressing and resolving grievances and concerns of students and faculty members within the college community. Established to ensure a conducive and harmonious learning and working environment, this cell is committed to upholding fairness and justice.

The primary aims and objectives of the Grievance Redressal Cell are as follows:

- I. To provide an avenue for students and faculty to voice their grievances and concerns.
- II. To ensure the timely and impartial resolution of grievances to maintain a healthy academic and work environment.
- III. To promote transparency, accountability, and fairness in addressing grievances.
- IV. To prevent and resolve conflicts in a peaceful and constructive manner.
- V. It strictly follows Rules and Regulations regarding objective of the Cell.
- VI. The Admission is made through Chancellor Portal and information provided in the College and University Website. It does not mislead the students regarding Admission.

* Mechanism

The Grievance Redressal Cell follows a structured mechanism to address grievances. When a grievance it undergoes the following process:

- Submission of Grievance: Students and faculty can submit their grievances through an official channel, either in writing or electronically (through E-mail of the college). Examination related grievances are considered with utmost diligence.
- i. Preliminary Assessment: The cell assesses the nature and severity of the grievance to determine the appropriate course of action.
- ii. Investigation: In cases that require further investigation, the cell gathers evidence and interviews relevant parties.
- iii. Resolution: The cell works towards a resolution, which can involve mediation, recommendations, or necessary actions to address the issue
- iv. Feedback and Follow-up: After the resolution, feedback is sought from the concerned party to ensure satisfaction and monitor the progress of the resolution.

▪ Activities:

The Grievance Redressal Cell engages in various activities to fulfill its objectives:

- i. Reviewing and addressing grievances related to academics, administration, discrimination, harassment and any other relevant concerns.
- ii. Organizing workshops and awareness campaigns to educate the college community about grievance redressal procedures.
- iii. Maintaining records of grievances, actions taken, and resolutions to improve transparency and accountability.
- iv. Periodically evaluating and refining the grievance redressal process to enhance its effectiveness.

JAWAHAR LAL NEHRU COLLEGE, CHAKRADHARPUR

(A Post Graduate Constituent Unit of Kolhan University, Chaibasa)

(Email: jncollege.org@gmail.com)

(Website : www.jncollege.org)

Date : 03.04.2018

Ref. No. :

Minutes of Grievance Redressal Cell MeetingA meeting of Grievance Redressal Cell was held on 3rd / April / 2018 in

Principal Chamber at 2.30 p.m.

The following members were present in the meeting:

- | | | | |
|-----------------------------|-------------|----------------|-------------------------------------|
| 1. Prof. N. Pradhan | Chairman | +91 9934395098 | <i>N Pradhan</i>
<i>03.04.18</i> |
| 2. Prof. C. P. Sharma | Coordinator | +91 9931571776 | |
| 3. Prof. A. K. Tripathy | Member | | <i>A K</i>
<i>03/4/18</i> |
| 4. Prof. A. K. Ojha | Member | | |
| 5. Dr. U. S. Singh | Member | | |
| 6. Sri B.K. Mishra | Member | | <i>B K Mishra</i>
<i>3/4/18</i> |
| 7. Sri Pankaj Kumar Pradhan | Member | | <i>Pankaj</i>
<i>3.4.2018</i> |

- The Cell discussed various issues and Guidelines and objectives of Grievance Redressal Cell.
- It also discussed regarding Admission Process and E-Kalyan, Scholarship.
- The Cell resolves the common issues of students and decided to make functional the Help Desk for Admission and E-Kalyan related issues.
- No students Grievances has reported and pending.

B K Mishra
*3/4/18**A K*
*03/04/18**Pankaj*
*3.4.2018**N Pradhan*
Principa
04.18
L.N. College, Chakradharpu.
Constituent Unit of Kolhan University



JAWAHAR LAL NEHRU COLLEGE, CHAKRADHARPUR

☎ : 06587-238139 (O)

(A Post Graduate Constituent Unit of Kolhan University, Chaibasa)

(Website : www.jlncollege.org)

(Email: jlncollege.org@gmail.com)

Ref. No. :

Date : 07.01.2019

Minutes of Grievance Redressal Cell Meeting

A meeting of Grievance Redressal Cell was held on 7th / Jan / 2019 in Principal Chamber at 2.00 p.m.

The following members were present in the meeting :

- | | | | |
|-----------------------------|-------------|----------------|--|
| 1. Prof. N. Pradhan | Chairman | +91 9934395098 | <i>AD Pradhan</i>
<u>07.01.19</u> |
| 2. Prof. C. P. Sharma | Coordinator | +91 9931571776 | |
| 3. Prof. A. K. Tripathy | Member | | <i>AK Tripathy</i>
<u>7/1/19</u> |
| 4. Prof. A. K. Ojha | Member | | |
| 5. Dr. U. S. Singh | Member | | |
| 6. Sri B.K. Mishra | Member | | <i>B.K. Mishra</i>
<u>7/1/19</u> |
| 7. Sri Pankaj Kumar Pradhan | Member | | <i>Pankaj Kumar Pradhan</i>
<u>7.1.2019</u> |

In the meeting it was observed that the Help Desk for students regarding Admission Process is very useful. The Cell discussed about the common issues concerned with Internal Examination of students.

The Cell decided to aware the students about the CBCS Syllabus and marking schemes. The teachers are also directed to guide the students properly in this regard.

B.K. Mishra
7/1/19

AK Tripathy
07/01/19

Pankaj Kumar Pradhan
7.1.2019

AD Pradhan
Principal
L.N. College, Chakradharpur
& Constituent Unit of Kolhan University



JAWAHAR LAL NEHRU COLLEGE, CHAKRADHARPUR

(A Post Graduate Constituent Unit of Kolhan University, Chaibasa)

(Website : www.jlncollege.org)

(Email: jlncollege.org@gmail.com)

Ref. No.

Date : 13.02.2020

Minutes of Grievance Redressal Cell Meeting

A meeting of Grievance Redressal Cell was held on 13th / Feb / 2020 in Principal Chamber at 2.10 p.m.

The following members were present in the meeting :

- | | | |
|-----------------------------|------------------|---------------------|
| 1. Dr. Arun Kumar | Chairman | +91 8340413828 |
| 2. DR. P. Sial | Member Secretary | +91 9955346316 |
| 3. Prof. P. Sarangi | Member | <i>P.s. Sarangi</i> |
| 4. Dr. Geeta Soy | Member | <i>Geeta Soy</i> |
| 5. Sri Pankaj Kumar Pradhan | Member | <i>13/02/2020</i> |

13-02-20

- The Cell discussed about maintaining a healthy Academic Work Environment inside the Campus.
- The Cell also discussed to promote and generate awareness about various Scholarships for students and Research Projects for Faculty Members.

P.s. Sarangi

13-02-2020

Principal

J.N. College, Chakradharpur
A Constituent Unit of Kolhan University

Geeta Soy
13/02/2020

13.2.2020



JAWAHAR LAL NEHRU COLLEGE, CHAKRADHARPUR

(A Post Graduate Constituent Unit of Kolhan University, Chaibasa)

(Website : www.jlncollege.org)

(Email: jlncollege.org@gmail.com)

Ref. No. :

Date : 10.04.2021

Minutes of Grievance Redressal Cell Meeting

A meeting of Grievance Redressal Cell was held on 10th/April 2021 in Principal Chamber at 2.00 p.m.

The following members were present in the meeting :

- | | | |
|-----------------------------|------------------|-----------------------------|
| 1. Dr. Arun Kumar | Chairman | +91 8340413828 |
| 2. DR. P. Sial | Member Secretary | +91 9955346316 |
| 3. Prof. P. Sarangi | Member | <i>P. P. Sarangi</i> |
| 4. Dr. Geeta Soy | Member | <i>Geeta Soy</i> |
| 5. Sri Pankaj Kumar Pradhan | Member | <i>Pankaj Kumar Pradhan</i> |

P. P. Sarangi
10-04-2021

Geeta Soy
10/04/2021

Pankaj Kumar Pradhan
10.4.2021

- The Cell discussed about Social and Use of Mask for students and staffs.
- The Cell also discussed about Online Classes and to provide the study materials during Covid Period.
- It was resolved that if any grievance will be came to the knowledge then it will be resolved on priority basis

P. P. Sarangi

P. Sial
10-04-2021

Pankaj Kumar Pradhan
10.4.2021

Geeta Soy
10/04/2021

[Signature]
10/04/2021
Principal

J.N. College, Chakradharpur.
A Constituent Unit of Kolhan University



Ref. No.

Date : 23-02-2022

Minutes of Grievance Redressal Cell Meeting

A meeting of Grievance Redressal Cell was held on 23rd / Feb /
2022 in Principal Chamber at 2.40 p.m.

The following members were present in the meeting :

- | | |
|------------------------|------------------|
| 1. Dr. Srinivas Kumar | Chairman |
| 2. Dr. Arun Kumar | Member Secretary |
| 3. Prof. A. K. Ojha | Member |
| 4. Prof. P. Sarangi | Member |
| 5. Prof. B. K. Mishra | Member |
| 6. Mrs. Kakuli Sarangi | Member |

[Signature]
23/02/22

[Signature]
23/02/22

[Signature]
23/2/22

[Signature]
23/2/22

- It was discussed to aware the students about new CBCS Syllabus.
- It was discussed to make available the E-prospectus to students through the Website.
- It was also resolved that the Cell will consult all stake holders and take necessary steps for their benefit.

[Signature]
23/2/22

[Signature]
23/02/2022

[Signature]
Principal
23/02/22

L.N. College, Chakradharpur.
A Constituent Unit of Kolhan University

[Signature]
23/2/22



Ref. No. :

Date : 29.03.2023

Minutes of Grievance Redressal Cell Meeting

A meeting of Grievance Redressal Cell was held on 29th / March
2023 in Principal Chamber at 2.40 p.m.

The following members were present in the meeting :

- | | |
|------------------------|------------------|
| 1. Dr. Srinivas Kumar | Chairman |
| 2. Dr. Arun Kumar | Member Secretary |
| 3. Prof. A. K. Ojha | Member |
| 4. Prof. P. Sarangi | Member |
| 5. Mrs. Kakuli Sarangi | Member |

[Handwritten signature]
29/03/23

[Handwritten signature]
29/03/23

- It was discussed in meeting that how to aware the students about new NEP Syllabus.
- It was also resolved that the Cell will consult all stake holders to aware the UG students under New Education Policy regarding new examination pattern.
- The Cell discussed about maintaining a healthy Academic Work Environment inside the Campus.
- The Cell also discussed to promote and generate awareness about various Scholarships for students and Research Projects for Faculty Members.

[Handwritten signature]
29/03/23

[Handwritten signature]
29/03/23

Principal