



**SANATAN DHARMA COLLEGE**  
**AMBALA CANTT.-133001**

(Under S.D. College Society, New Delhi)

NAAC Accredited College with 'A<sup>+</sup>' Grade with 3.51 CGPA in 3<sup>rd</sup> Cycle  
College with Potential for Excellence

**Mechanism for the Redressal of Online/Offline Grievances of the Students**

Sanatan Dharma College, Ambala Cantt considers the grievances of the students and staff members very seriously. The College is committed to considering and resolving every single grievance of the aggrieved students/staff members. The college is committed to providing a safe, secure and pleasant environment for its students and staff members. For timely and proper redressal of the grievances, the college has divided the grievances into three main categories as depicted below:

Types of Grievances		
Academic/Admissions related Grievances	Discipline/Ragging related Grievances	Discrimination and Sexual Harassment related Grievances
1. Admission	1. General Discipline	1. Discrimination
2. Teaching Learning	2. Ragging	2. Sexual Harassment
3. Internal Assessment		
4. Infrastructure (Classrooms and Laboratories)		

- 1. Procedure for Registering Grievances:** Sanatan Dharma College is apprehensive about the grievances of the students and staff members. The college follows both online and offline both type of procedures for filing complaints/grievances. The following table shows the efforts of the college for registering complaints/grievances:

Procedure for Filing Complaints/Grievances	
Online Platform	Offline Platform
1. Email to Appropriate Committee	1. Complaint/Suggestion Drop Box
2. Email to Principal	2. Written Complaint to Principal (Principal.sdcol@gmail.com)
3. Complaints through College Website (sdcollegeambala.ac.in)	3. Mentor/Mentee Groups/Class Teacher
4. Complaint through College ERP	4. Direct Approach to Appropriate Committee
	5. Internal Assessment/Teaching Learning



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Grievances, on plain paper, may be posted in complaint boxes fixed around the campus at the following places:



**COMPLAINT/  
SUGGESTION BOX**  
शिकायत/सुझाव पेटी

**Complaint/Suggestion  
Box Installed outside the  
Girls Common Room**

**Complaint/Suggestion  
Box Installed outside the  
Principal's Office**



**Complaint/Suggestion  
Box Installed outside  
NSS Office**



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### Complaint Boxes Installed on the Campus

- 2. Grievances Redressal Mechanism:** Grievances filed by the students and staff members of the college are taken seriously and all possible efforts are put in for the timely redressal of the complaints/grievances. For timely redressal of the complaints/grievances, different committees are working very hard. The following table shows the contact details for different types of complaints/grievances:

Contact Details of concerned Committees for Complaints/Grievances		
Area of Grievance	Committee to be Contacted	Contact Details
Admissions	Admission Committee	<a href="#">(Click here to view)</a>
Teaching Learning	Head of the Concerned Department	<a href="#">(Click here to view)</a>
Internal Assessment	Examination Committee	<a href="#">(Click here to view)</a>
Examination	Examination Committee	<a href="#">(Click here to view)</a>
Discipline	Discipline and Anti Ragging Committee	<a href="#">(Click here to view)</a>
Infrastructure (Classroom/Laboratory)	College Construction and Maintenance Committee	0171-2630283
Ragging	Discipline and Anti Ragging Committee	<a href="#">(Click here to view)</a>
Sexual Harassment	ICCASH	<a href="#">(Click here to view)</a>

- 3. Grievances Redressal Procedure:** Under the grievances redressal mechanism, committees work under a preplanned procedure of grievances redressal. Under this procedure, Grievances/Complaints are filed accordingly on an Online or Offline platform. If the complaint is filed on online platform, the complaint directly goes to the Principal of the college. The received complaint is then marked by the Principal to the appropriate committee and then the appropriate committee looks into the matter.



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After inquiry, a report is submitted to the Principal of the college. The Principal takes necessary actions in consultation with the appropriate committee based on the inquiry report submitted. The recipient of the offline complaints addresses the complaints to the Principal of the college. The Principal marks the received complaint to the appropriate committee for making further inquiry. The Principal takes the required actions based on the inquiry report submitted by the concerned committee. In some cases, depending on the nature of the complaint, special sub-committees are also formed from time to time. The following figure shows the grievance redressal procedure followed by the college:

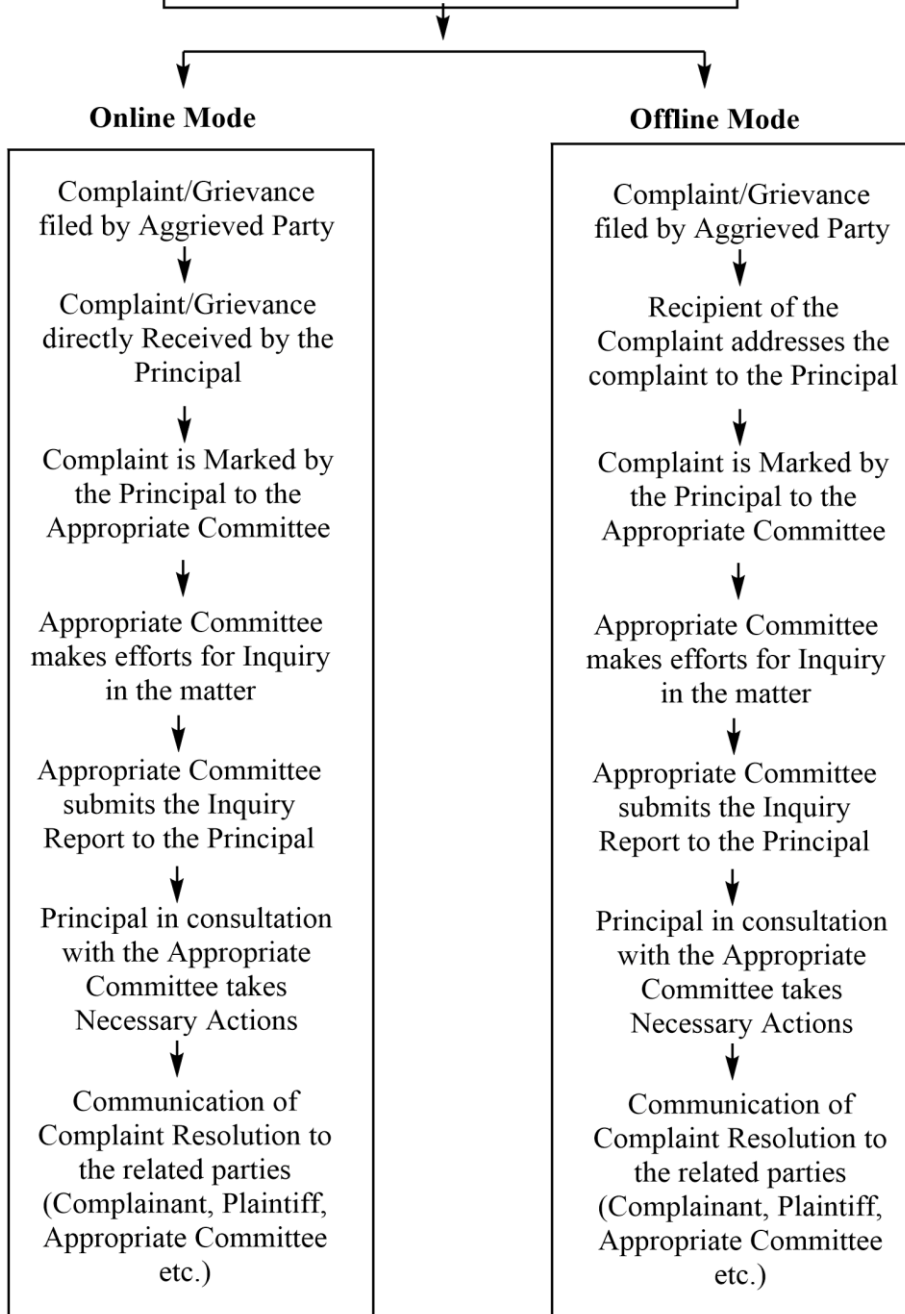


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**Grievance Redressal Procedure**



**Students' Grievance Redressal Mechanism through College ERP**



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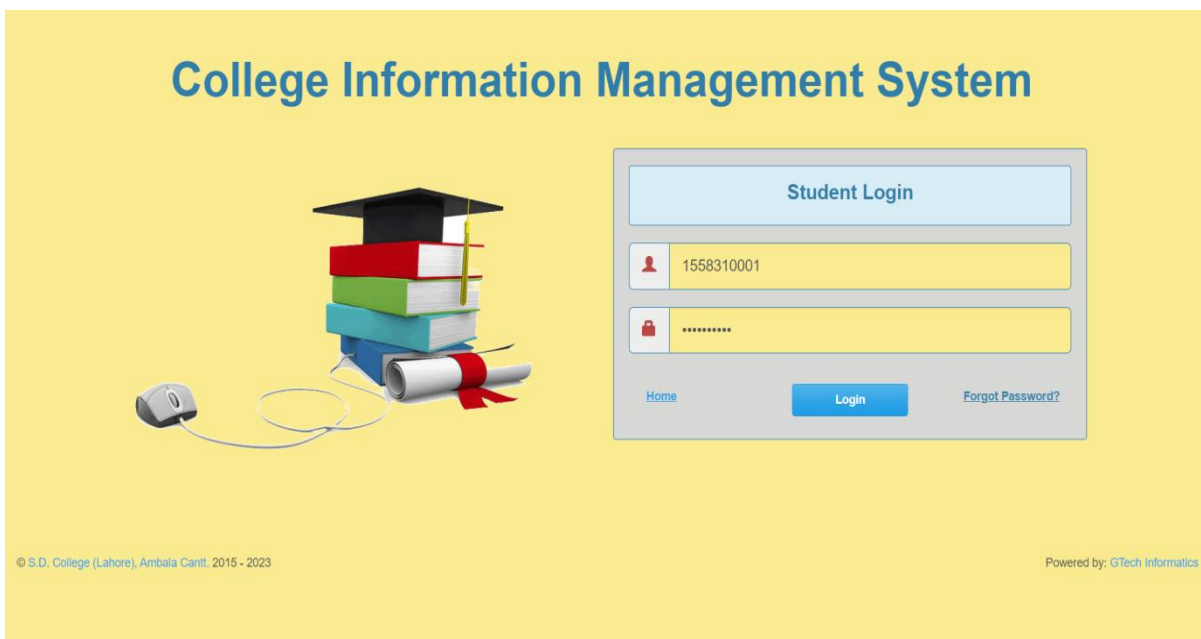
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**Step 1:** Visit the College ERP using <https://sdcollege.gtechinfo.com/>. The following page will open and then click on Student.



**Step 2:** After click on Student Tab, the following dialog box will open. The student needs to login using his login credentials given by the college to him/her.





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**Step 3:** After Successful login, click on User Management and then click on Grievance Redressal.

MANVIR SINGH  
Roll No.: 1558310001  
Class: BA (Eng. Hons.) III  
Semester: Semester - VI

Father's Name:	RAM NIWAS
Mother's Name:	ROSHNI DEVI
Email	manvir54321singh@gmail.com
D.O.B:	1999-11-13
D.O.J:	2019-07-04
Phone No.:	8569893743
Gender:	Male
Religion:	Hindu

**Step 4:** After Clicking on Grievance Redressal Tab, the following Dialog Box will open and in this new Dialog Box, Click on the “+” sign to raise a grievance.

Grievance Redressal List

Sr No.	Session	Your Greivance is against	Individual	Designation	Department	Name of Faculty	Internal Evaluation	Any Other	Complaint	Action
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Unable to prepare MySQL statement (check your syntax) :- You have an error in your SQL syntax; check the manual that corresponds to your MariaDB server version for the right syntax to use near '=1558310001' at line 1



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**Step 5:** When the Add User Data (“+” Button) is clicked, it lead student to the following window will open. In the new window, Student needs to select session, grievance against and the description of the grievance and lastly click on the Submit Button

The screenshot shows the 'Grievance Redressal' form. It includes a navigation bar with links like Dashboard, Master, Transactions, User Management, Reports, and Alerts. The form fields are: Session (dropdown with '2022-2023'), Your Grievance is against (dropdown with 'Individual'), and a text area for the complaint description. There are 'Submit' and 'Cancel' buttons at the bottom.

When the Student submits the grievances on the college ERP, it starts showing the grievance on the Admin Login which can be seen only by the Principal of the College. The following figures show the information which is seen regarding student grievances in the Admin Login:

The screenshot shows the 'Grievance Redressal Report' interface. It includes filters for Session (2020-2021), Select User (All), Your Grievance is against (All), Individual (All), Name of Department (All), and Internal Evaluation (All). A table displays the following data:

Sr.	Session	Department	Subject	Time
11	2020-2021	Department	Chemistry	2020-10-13 11:03:36
12	2020-2021	Department	Chemistry	2020-10-13 10:56:17
13	2020-2021	Department	Chemistry	2020-10-13 10:43:09
14	2020-2021	Department	Computer Sc. & App.	2020-10-13 10:42:42
15	2020-2021	Department	Chemistry	2020-10-13 10:37:03
16	2020-2021	Department	Computer Sc. & App.	2020-08-15 16:02:47

The interface also includes a 'News' section at the bottom and a footer with the text '© S.D. College (Lahore), Ambala Cantt. 2015 - 2023' and 'Powered by: G-Tech Informatics'.



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sdcollege.gtechinfo.com/grievance\_redressal\_report

Dashboard Master Transactions User Management Salary Management Reports Alerts Hi Admin!

### Grievance Redressal Report

Session: 2017-2018  
Name of Department: All

Select User: All  
Internal Evaluation: All

Your Grievance is against: All  
Grievance Redressal Fields: Click to select field(s)

Individual: All

70	2017-2018	Individual	Teaching Staff		
71	2017-2018				
72	2017-2018				
73	2017-2018	Individual	Teaching Staff		

News

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This mechanism generates a pleasant, conducive atmosphere, healthy environment, and disciplined culture to develop a mutual and cordial relationship amongst the students, faculty, and management.

Rajinder Singh