



K.L. MEHTA DAYANAND COLLEGE FOR WOMEN, FARIDABAD

POLICY DOCUMENT ON GRIEVANCE REDRESSAL MECHANISM

PREAMBLE

K.L.Mehta Dayanand College for Women, Faridabad is one of the premier women educational institutions as it provides a safe and congenial environment to all its students for all round development. The college has an effective mechanism to deal with day to day grievances of the students. The Grievance Redressal Committee for students has been established in the college in accordance with University Grants Commission (Grievance Redressal) Regulations, 2019.

OBJECTIVES

- To offer opportunities for redressal of grievances of the students.
- To sustain the dignity of the college by promoting amicable student-student relationship and teacher-student relationship.
- To secure that grievances are resolved promptly and confidentially.
- To ensure indiscriminate behavior towards both the respondent and the grievant.

GRIEVANCE REDRESSAL MECHANISM

In order to pursue the above mentioned objectives, the college has a distinct grievance Redressal Mechanism which works with the help of GRIEVANCE REDRESSAL COMMITTEE (GRC). The GRCs and their functions are given below.

1. **Grievance Redressal Committee (GRC):** GRC functions at college as well as departmental level.
Following are the functions at college level:

A. College Level (Apex Level) -

- (i) On receiving complaint from an aggrieved student, it shall be addressed to Grievance Redressal Committee (GRC), with the following composition, namely:
 - The Principal of the college is the Chairperson.
 - Senior Faculty members of the college.
 - A student representative is appointed by the committee on the recommendation of HODs.

B. Departmental Student Grievance Redressal Committee (DSGRC)

- (i) Any complaint related to department by the grievant, shall be addressed to the Departmental Redressal Committee (GRC).

Composition of DSGRC:

- Head of the Department.
- Senior faculty members of the department.
- A student representative is appointed by the committee on the recommendation of HODs.

- Quorum for taking any final decision will be presence of 4 members.

MODE OF COMPLAINTS

The GRC shall abide by the principles of natural justice. Student may initially bring her grievance to the Head of the respective department, who will try to resolve it within 15 working days of the receipt of the grievance. If the grievance is not resolved within the stipulated time or there is no response from the respective department or the grievant is not satisfied with response/resolution to her grievance, then the grievant can represent her grievance to the Apex committee.

- **Online Grievance Mechanism:** After lockdown, college has started online grievance mechanism where student can register her grievance online through the given email id klmgrievance05@gmail.com.
1. In accordance with the regulations of UGC, the college ensures that the secrecy of the grievance and grievant is maintained and the grievance is resolved by the concerned committee within the specified period of time.
 2. **Grievance Boxes:** The grievance boxes are placed at different locations which are under lock and key and opened every fortnight for the resolution of grievances through grievance committee.
 3. **Fake Grievances:** The grievant will be either fined or strict disciplinary action will be taken for submitting fake grievance.

Mechanism:

- Grievance cell meeting is convened once a month and “Action to be taken” is discussed as per the registered complaint number.
- After every 15 days the grievances are taken out of the boxes.
- Each grievance application is given a complaint number and entered in the grievance register.
- These grievances are discussed in grievance cell to resolve them at the earliest depending on the extent of the grievance.
- Online grievances related to any department are referred to the Head of the department and those related to administration are discussed by the authorities and resolved at the earliest.

EQUAL OPPORTUNITYCELL

The college has set up an ‘EQUAL OPPORTUNITY CELL’ for the compliance of the UGC (Promotion of Equity in Higher Educational Institutions) Regulation, 2019. The aim of constituting this cell is to take measure against the discrimination and take relevant measure:

- To prevent discriminatory practices on the basis of caste, creed, religion, language, ethnicity, gender and disability.

- To eradicate the discrimination or harassment.
 - To encourage the equality among the students.
 - Thereby no discrimination against the students of scheduled caste and scheduled tribes and to take the measures as per guidelines of 17th December 2012.
- ❖ **Composition/Mechanism of Equal Opportunity cell is same as that of Grievance cell.**