



DAYANAND COLLEGE, HISAR

Affiliated to Guru Jambheshwar University of Science & Technology, Hisar
Governed by DAV College Managing Committee, New Delhi

Grievances Redressal Cell

Brief note about the cell:

The College Grievance Redressal Cell and Internal Complaint Committee serves as a dedicated platform for addressing and resolving various grievances raised by students/ parents/ guardians/stakeholders etc. associated with the college.

This cell plays a pivotal role in maintaining a fair transparent and supportive environment with in the college community.

To address a spectrum of student concerns, a structured mechanism has been instituted in accordance with the guidelines and regulations of the college.

Rules/ Guidelines For Grievance Redressal Mechanism

These Regulations shall come into force with effect from the date of approval from the Competent Authority of the College.

Definitions:

- ❖ **'Grievance'** may be related to any of the students' dissatisfaction/ not in agreement with any aspect of the college activities and services including those of other employees or persons or students OR any such grievance as is referred to by the Principal.
- ❖ **Students/Parents/Guardians** shall mean a student/ alumnus of the college or their parents/ guardians.
- ❖ **Stakeholders** means any persons who has direct or indirect stake in the college and have any sort of grievance. This may include Alumni, prospective students, drop- out students or any person.

Objectives:

The objective of these rules is to create and maintain an effective, timely, fair and equitable grievance handling system for its students and their parents/ guardians and any such matter as is referred by the Principal. For this purpose, following shall be the key operative principles:

- ❖ To develop a culture of understanding, addressing and providing quick redress to any grievances and take steps/suggest to improve the mechanism that may prevent recurrence of such incidents;
- ❖ To set in place a grievance handling system that is student focused;
- ❖ To ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- ❖ To formulate committees to improve mechanism related to student grievance.
- ❖ To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized and.
- ❖ To ensure that there is a consistent response to grievances.

- ❖ To provide solution under Single Window System.

Types of Grievances:

(The list is not comprehensive/ exhaustive and issues as others may emerge would also form part of it) Any such students/ parents/ guardians/stakeholders comes under the rules can approach the Grievance Redressal Cell with the following type of grievances whose grievances were not properly addressed by the respective authority.

- ❖ Grievances of Academic Nature
- ❖ Issues related to Academic content, quality, Course material, Class scheduling/ timetable, Issues related to student progress such as internal assessment, attendance norms/relaxation, Infrastructure & Facilities etc.
- ❖ Grievances related to Faculty
- ❖ Academic delivery and quality, Class room conduct, Regularity and punctuality, any discrimination/ victimization/ harassment of students etc.
- ❖ Accounts related Grievances
- ❖ Fees and dues, Fee concessions, Scholarships, Refunds etc.
- ❖ Hostel and Accommodation related Grievance.
- ❖ Any other problems related to extra co-curricular activities, Internship, Placement, and Health & Safety concerns etc.

Procedure for Redressal of Grievance :

- ❖ Informal resolution before an issue becomes a formal grievance
- ❖ Complainants will be encouraged to resolve concerns or problems directly with the person/Dept./Branch/Office through personal discussions/counselling.
- ❖ Grievances of the students as far as possible may be resolved by their respective teacher /Head of Dept./Principal/Branches of the college.

Grievance handling and resolution Mechanism :

The following procedure can be utilized by the students to submit a grievance of any kind, as specified under clause 4 above:

- ❖ Formal complaint which was not properly addressed or resolved by the respective authority i.e. Department/Branches/offices of the college etc. Shall be submitted by the aggrieved person (Students/parents/guardians/stakeholders) in writing detailing the nature of the grievance to the Principal, Dayanand College, Hisar through simple application or in person.
- ❖ The Cell will start the Redressal process earliest possible within two working days of receipt of the matter.
- ❖ An opportunity to the complainant will be given to formally present his/her case along with the relevant documents in support. The Grievance & redressal Cell can also seek clarification from the complainant or call for further material facts having bearing on the matter. Such clarification may be sought by written or verbal request or by face-to-face interview with the complainant.
- ❖ The Grievance & Redressal Cell and Internal Complaint Committee will then send the matter to the Depts./ Offices concerned to examine and resolve the grievances as soon as possible, from the receipt of the grievances from the Cell and convey the outcome/action

taken to the complainant and take his/her satisfactory report in writing under intimation to the Cell. In exceptional cases, time limit can be increased on the recommendations of the Principal/Offices concerned along with proper justification of delay.

- ❖ Wherever required, the Grievance Redressal cell will take preventive or corrective action in a reasonable time and advise the complainant for the same.
- ❖ The Grievance Redressal Cell then submits its recommendations before the Principal for his kind consideration and orders.
- ❖ Principal can take decisions on the complaints of the students /parents/guardian and can give direction to the officials concerned for early resolution of the grievance. All concerned shall comply the action recommended in true letter and spirit to help aggrieved person by providing solution within the time limit. In the case of non-compliance of the action recommended Grievance Redressal Cell shall put up the case before the Principal for taking appropriate action in this regard.
- ❖ The decision of the Principal will be final, and no further appeal will be entertained under any circumstances.

Safeguarding Confidentiality:

- ❖ It will be ensured by all that the complainant and the respondent are not victimized or discriminated against.
- ❖ Implementation of this procedure will be done without prejudice to either party.
- ❖ While dealing with the issue, all possible confidentiality and privacy will be maintained and all records related to such complaints will be treated as confidential.
- ❖ Records concerning grievances handled under this procedure and their outcomes shall be maintained for a period of one year.
- ❖ Any change in the above rules/guidelines of Grievance Redressal Mechanism or any such change which deem fit can be incorporated on the recommendation of the cell or the committee constituted for the purpose and with the approval of Principal.

Grievance Redressal Cell of the college

1. Mrs. Aruna Kad	Convener
2. Dr. Renu Rathee	Co-convener
3. Mr. Suresh Kumar	Member
4. Dr. Suruchi Sharma	Member
5. Mr. Vijay Singh	Member
6. Mr. Manjeet Singh	Member
7. Dr. Sunita Lega	Member
8. Mr. Narender Kumar	Member
9. Dr. Aditya Kumar	Member
10. Dr. Hemant Sharma	Member
11. Ms. Shalu Rani	Member

Principal
Dr. Vikramjit Singh