



Estd. 1970

### ***Policy of Grievances Redressal Cell***

#### **GRIEVANCE REDRESAL CELL**

As suggested by UGC New Delhi, the college has established an grievance redressal cell (GRC), to provide a mechanism for redressal of student's /teaching and non-teaching staff grievances and ensure the transparency at work-place in admission and prevention of unfair practices etc. The function of the cell is to look the complaints lodged by aggrieved students /staff members and judge its merit. The GRC is also empowered to look into matters of harassments anyone with a genuine grievance may approached the department members in person or in consultation with the officer in-charge GRC. In case the person is unwilling to appear in self, grievances may be dropped in writing at the suggestion box of the Grievance Cell. Grievance may also be sending email to the officer-in-charge of GRC.

#### **Grievance Redressal Cell policies are follows -**

- To develop an organization frame-work to resolve grievance of students and staff.
- To provide the students and staff access to immediate, hassle-free recourse to have their grievances redressed.
- To enlighten the student and staff on their duties and responsibilities.
- To establish structured interactions with students and staff to elicit information, academic and administrative process on their expectations.
- To identify systemic flows in the design and administration of various general grievances and to seek solutions thereon.
- To reduce sexual harassment cases among the staff members and students.
- To motivate the students to develop the culture of anti-raging in the college campus.
- To solve the complaints about admission related errors.
- To help the students and the staff members to solve the cases of misbehavior in the college campus.

#### **MECHANISM / PROCEDURE: -**

1. GRC shall consider only individual Grievances of specific nature of students and staff.
2. The GRC shall not consider any grievance general applicability or of collective nature of raised collectively by more than one employ of the student.

3. Post receipt of the complaint / application the committee will decided on the merit of the case regarding, scope of further discussion investigation and act promptly.
4. The GRC may mediate between complaint has been made, if required.
5. GRC shall consider redressing of grievance within a reasonable time.
6. The Cell will give report to the authority about the cases attended to and seek guidance from the higher authority if required.