



DAV CENTENARY COLLEGE, FARIDABAD

POLICY

ON

Grievance Redressal

Grievance Redressal Policy for DAV Centenary College, Faridabad

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Introduction

As per the UGC Grievance Redressal Regulations 2012 (Notified in official gazette on 23rd March 2013), further drafted in 2018, for addressing and effectively resolving grievances of students related to Higher Education Institutions, a Grievance Redressal Mechanism has been devised. The College has constituted different committees to address the nature and extent of the grievances.

Purpose:

The main objective of the grievance redressal policy is to offer a reasonable, transparent, and efficient method for resolving complaints made by students, faculty, non-teaching staff, or other stakeholders of DAV Centenary College.

The following committees has been constituted by the college to address the grievances of the students and staff shall work separately to address the specific issues.

1. Discipline-cum-Anti Ragging Committee
2. Grievance Redressal Committee
3. Anti-Sexual Harassment Committee

Scope:

All problems pertaining to personal, administrative or academic issues within the college are covered by this policy.

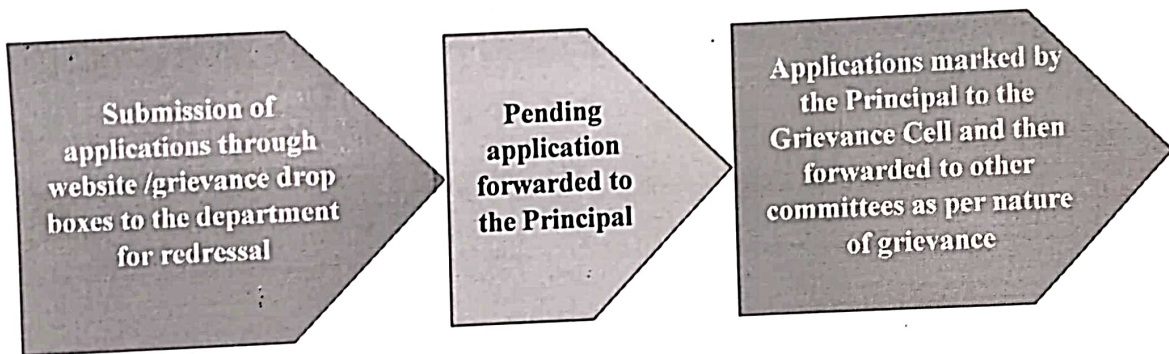
Principles:

- Fairness: All grievances are addressed impartially, without any prejudice.
- Transparency: The grievance redressal process is transparent and all parties involved are kept informed of the progress report.
- Confidentiality: Confidentiality is maintained throughout the grievance redressal process to protect the privacy of all parties involved.
- Timeliness: All efforts are made to resolve grievances promptly within a stipulated time frame.

Grievance Redressal Committee:

A Grievance Redressal Committee (GRC) has been constituted in the college which comprises of a convener and members from various departments and stakeholders. The committee completely takes the responsibility of creating awareness regarding the guidelines of statutory bodies. The committee reviews, investigates, monitors and resolves grievances in accordance with the norms of the university and the statutory bodies. The guidelines has been successively uploaded and updated on college website every year and rules in form of banners and posters also affixed in the campus area. The GRC proactively organises webinars/seminars, competitions, extension lectures, and many more such activities and programs to make the students aware of their rights. 'Durga Shakti' app has been downloaded in the mobile phones of the students for the safety purpose.

Procedure:



•**Submission of Grievances:** It begins with the applicant, who initiates the process either online through college website or offline by directly approaching the concerned department or dropping it in grievance drop box. After receiving, the application undergoes scrutiny and verification within the department. The department first tries to resolve it at the departmental level and after verification the unresolved grievances are then forwarded to the principal for further assessment. Subsequently, endorsed by the principal, the application is directed to the grievance cell, where specialized attention is given to addressing and resolving the concerns raised. Grievance cell thereafter forwarded it to concerned cells. This systematic approach underscores the commitment to fair and transparent grievance resolution, fostering trust and accountability within the institution

•**Review and Investigation:** The cell checks and validates the genuineness of the complaint and prompt action is taken in accordance with the guidelines of statutory bodies and UGC Regulations on curbing the menace of Ragging in Higher Education Institutions, 2009 and “The Haryana Prohibition of Ragging in Educational Institution Ordinance”, 2012 along with Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

•**Resolution:** Based on the findings of the investigation, the Grievance Redressal Committee proposes appropriate actions to resolve the grievance. These actions may include counselling, disciplinary action, or any other measures which are deemed necessary at the time.

•**Communication:** The Grievance Redressal Committee communicates its decision to the aggrieved party on a consent basis, outlining the reasons for the decision and any recommended actions.

Compliance:

The convener and the members of the committee are expected to comply with this Grievance Redressal Policy. Any failure to adhere to the policy may result in disciplinary action.

Alkhatra
(Incharge Grievances Redressal cell)