



## **Students Grievance & Redressal Cell**

### **Preamble**

- i. Dayananda Sagar College of Arts, Science and Commerce is committed to providing a safe, fair and harmonious learning and work environment. In view of this, the University has a robust mechanism for redressal of students' grievances in a timely manner.
- ii. The Grievances that need immediate redressal are related to academic and non-academic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by fellow students or teachers etc. In this regard, a formal Grievance Redressal Cell (GRC) is constituted in accordance with the UGC Regulation to deal with day-to-day grievances of its stakeholders, including the students.
- iii. Any student who is aware of any violations must report the same to the GRC. The GRC shall consist of members as appointed by the Vice Chancellor. Said grievance must be submitted in writing and should be made within (04) days from the day of the alleged violation. The GRC shall take note of the grievance and inform the Disciplinary Committee formed/conduct the enquiry and impose appropriate retribution. There shall be Internal Complaints Committee (ICC) in place, in cases of any sexual harassment complaints.

### **2. PURPOSE AND SCOPE**

- i. The purpose of the Grievance Redressal Committee (GRC) is to ensure a speedy response to and accountability of all concerned to the students of Dayananda Sagar College of Arts, Science and Commerce. In, order to maintain harmonious Student – Student and Faculty –Student relationships as well as creating an environment in which students can freely express their grievances without fear of discrimination or victimization. Further, counseling students to refrain from provoking others against faculty and staff of the College.
- ii. The GRC shall deal with grievances received in writing about academic and non-academic matters.

### 3. Vision & Mission:

The grievance Redressal Cell (GRC) mission to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non-academic matter within the campus through the online and grievance / suggestion box.

### 4. EXTENT AND APPLICABILITY

All students, parents, staff members, and other stakeholders during their tenure at the College.

### 5. DEFINITIONS

- i. **Grievance:** means a formal complaint that includes any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with the University that a student or parent or staff member thinks, believes, or even feels, is unfair, unjust or inequitable.
- ii. **Grievant:** means a student, parent, staff member or group of students or parents or staff members submitting the grievance.
- iii. **Days:** means working days exclusive of Sundays, holidays or vacations as set forth in the academic calendar. In counting, the first day shall be the first full working day following the receipt of the grievance.

### 6. OBJECTIVES

- i. To ensure a fair, impartial and consistent measures for redressal of varied issues faced by the stakeholders.
- ii. To uphold the dignity of the College by promoting cordial Student-Student relationship, Student-Teacher relationship and Staff-Staff relationships.
- iii. To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the University campus.
- iv. To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- v. To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized.
- vi. To advise stakeholders to respect the rights and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

## 7. GRIEVANCE REDRESSAL COMMITTEE

- i. The Principal of the College shall constitute the Grievance Redressal Committees:
  - a. The College Level Grievance Redressal Committee

V. R Rajendra Kumar	Head	BCOM/BBA
Prof Parimala R	Member	BCOM/BBA
Dr. Ameer Asra Ahmed	Member	MBA
Prof. Ranjini K.S.	Member	BCA/MCA
Prof. Kohila Kanagalaskshmi	Member	BCA/MCA

## 8. PROCEDURE FOR REDRESSAL OF GRIEVANCE

**OFFLINE:**The complaint forms are made available with the Convenor of the Cell. Aggrieved parties have to fill the complaint form and submit the same along with necessary supporting documents (If any), for further course of action and redressal.

**ONLINE:**Staff and students may express their concerns through the online mode by filling the form available in the college website. Grievances can also be registered by writing an email to [samraksha.rc@dayanandasagar.edu](mailto:samraksha.rc@dayanandasagar.edu). Apart from Email-id, quick link is provided to access the google form and provide data about their grievances. The students can access this link <https://11nk.dev/Rh5o2> to discuss about their grievances. The cell convener and members shall listen to the complainant and any other parties involved in the case in order to comprehend their points of view and resolve the matter impartially. The institution aims at solving the grievances of the students within 7 working days

### Activities of the Cell

- a. To ensure provision of the educational institution is free from Students Grievance

- b. To take all reasonable steps to respond to the Grievances of Students
- c. To address any oral/written complaint about Students Grievance
- d. Conduct regular awareness raising sessions for all Students Grievance Redressal Committee
- e. Ensure that complaints processes: are clearly documented, explained to all, offer both informal and formal options for resolution, address complaints in a manner which is fair, timely and confidential.

  
Cell Co-Ordinator

  
IQAC Co-Ordinator

  
Principal



## Zero Tolerance Policy of Students Grievance Cell

1. The Student Grievance Redressal Cell was formed to address the diverse issues prevailing in Institution pertaining to students and bring about the transparency across all levels. This cell is an initiative which desires to promote and maintain a conducive and unprejudiced educational environment. 'Student Grievance Redressal Cell' analyses the nature and pattern of the grievances in a confidential manner which emphasize on procedural fairness to be given with a view to be treated without prejudice. Students' grievance cell awareness programs and interaction session were conducted by all the departments to enable students to express their grievances and solve those grievances in accordance with the rules and regulations of the Institution.

### 2. Objectives

- 1) To create a platform where stakeholders point out their problems, complaints, general drawbacks and limitations without fear.
- 2) To provide transparent and fair process of redressal
- 3) To investigate grievances thoroughly
- 4) To get suggestions from stakeholders for improvement
- 5) To give stakeholders the sense of participation in grievances solving
- 6) To restructure policies in the light of grievances

### 3. Facility

- 1) Suggestion box/complaint box is placed at the front of administrative office to receive the written complaints.
- 2) The complaints may be raised through email or through grievance portal login on college website.

### 4. Functions

- 1) To address grievances amicably and fairly in time bound manner.
- 2) To investigate grievances/to-note suggestions of stakeholders.





- 3) To keep record of grievances, scrutiny of grievances and follow redressal mechanism.
- 4) To prioritize grievances based on its seriousness and authenticity
- 5) To report the cases attended and solved and cases pending, if any, to the competent authority when necessary or on demand.
- 6) To modify composition of Grievance Redressal cell as per norms.
- 7) To keep updating the committee for government resolutions/competent authority resolutions and to document these resolutions.

#### 5. Impact

To uphold the dignity of the college by ensuring strife free atmosphere in the college by promoting cordial student to student relationship, student to teacher relationship and staff to staff relations and relations with other stakeholders.

Cell Co-Ordinator

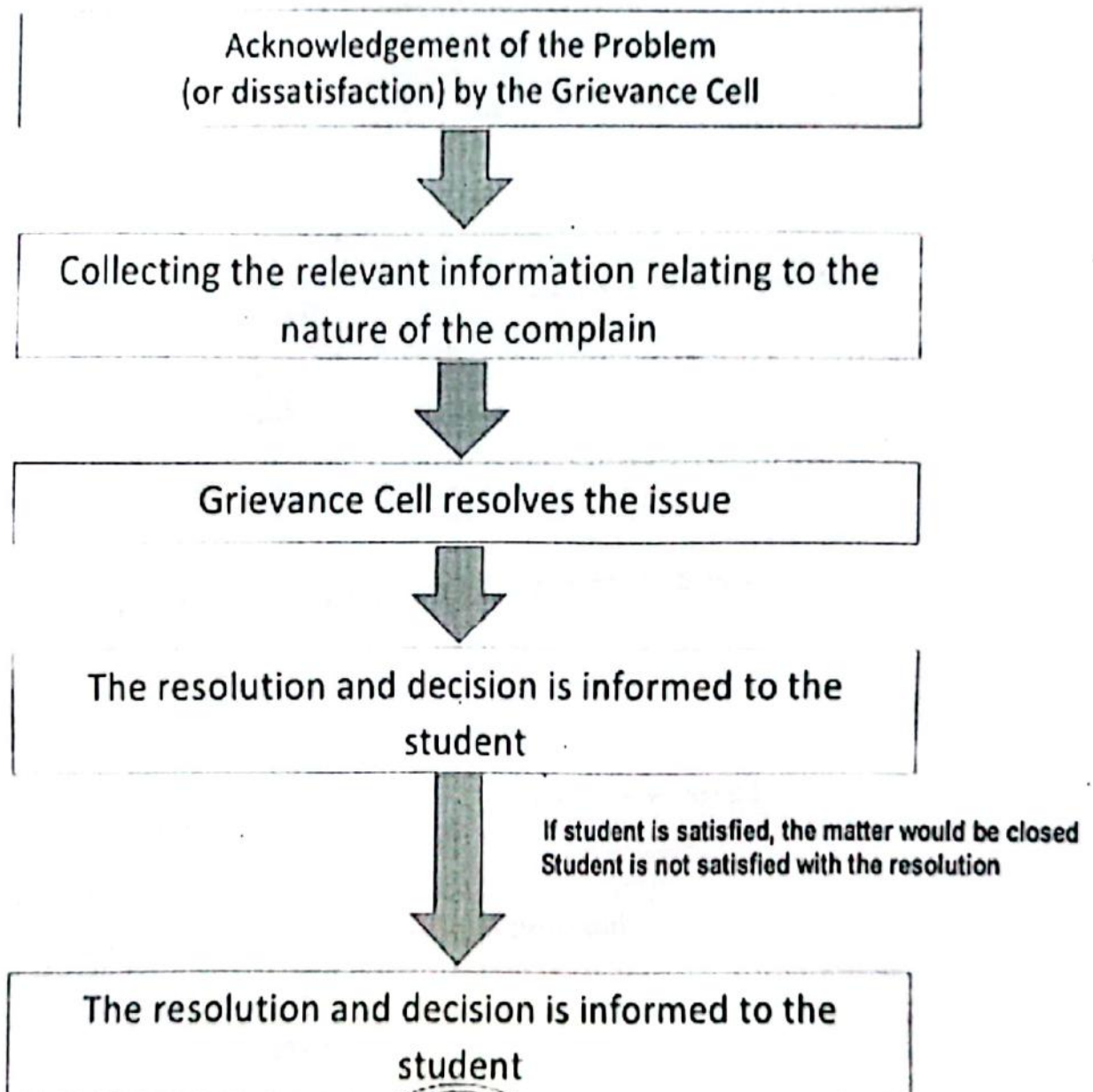
IQAC Co-Ordinator

Principal



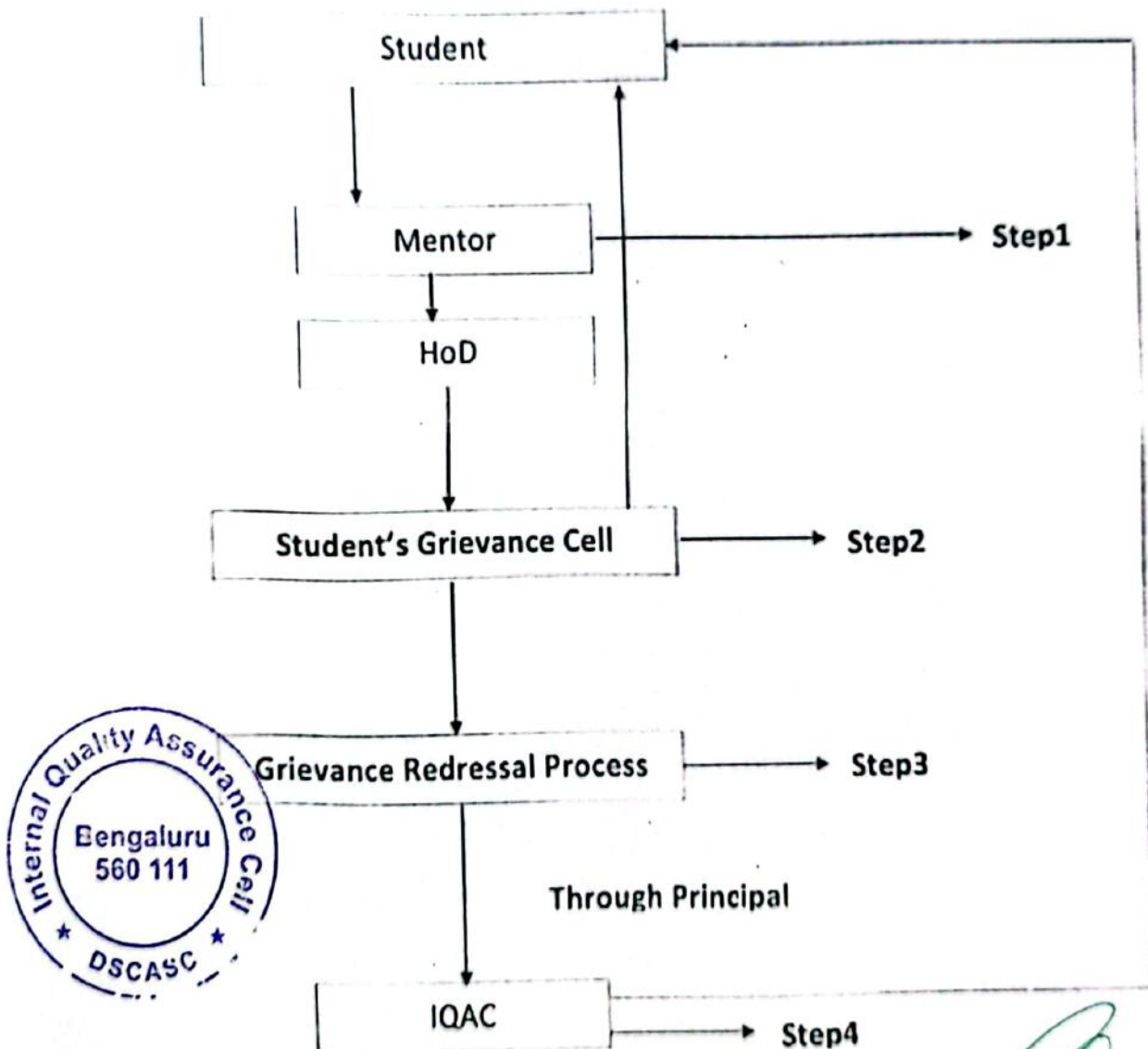


## Grievance Redressal Process





## Flow Chart of Grievance Cell



*[Signature]*  
Cell Co-Ordinator

*[Signature]*  
IQAC Co-Ordinator

*[Signature]*  
Principal