



SHRI RAM COLLEGE MUZAFFARNAGAR (UP)

Grievance Redressal Cell

Policy Document

Introduction:

In an educational institute the grievance of any kind should be addressed immediately without failure. Protection of students' and employees' rights is essential duty of all in the College administration. Realising this need from all stakeholders, a 'Grievance Redressal Cell' (GRC) has been working in college since 2011-12. In the year 2018-2019 GRC has been reconstituted as per the guidelines of University Grant Commission vide Public Notice F. No. 14-4/2012(CPP-II) dated 07/12/2018.

The GRC is indented to receive grievances and find solutions of the problems e.g., complaints regarding class room teaching, class room management, completion of syllabus, teaching methods, university related complaints, fee related complaints, complaints against administrative procedures, ragging, harassment etc., as and when they arise.

The GRC has a mechanism to work on redressing the grievance. It convenes periodical meetings and discusses the proper functioning of the machinery of the College. The function of the cell is to look into the complaints lodged by complainant and judge it on its merits. The Grievance Redressal Cell is also empowered to look into matters of harassment. Anyone with a genuine grievance is free to approach in person, or through the HoDs. In case the person does not feel comfortable to appear in person, grievances may be dropped in writing in the complaint box/ suggestion box. Grievances may also be forwarded through e-mail to the Convener or Member of Grievance Redressal Cell.

Constitution of GRC:

The GRC reconstituted in academic year 2023-24 as per requirement in accordance with the above mentioned Public Notice F. No. 14-4/2012(CPP-II) dated 07/12/2018 as per government guidelines with the purpose to resolve the complaints of students of the college.

1. The GRC of the college is constituted involving senior teaching faculty as its members. The Principal/Director being Chairman nominates its members. The Committee comprises not less than three members. Care is taken to select staff members from each stream.
2. The quorum for meeting is three including the Chairperson.

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3. Taking grievances under consideration the committee follows the principles of indiscrimination and natural justice.
4. The GRC informs about its decisions and recommendations, if any of its nature, to the Management Committee through the Secretary.
5. Two student members are also nominated in the cell on the basis of their performance and representation.
6. The tenure of the Committee is of two years but student members will be nominated only for one year tenure.

COMPOSITION

The composition of GRC of Shri Ram College is as follows:

Principal/Director	Chairperson
Professor / Associate Professor	Member Secretary
Assistant Professor	Member
Assistant Professor	Member
Assistant Professor	Member
Student Representative	Member
Student Representative	Member

OBJECTIVES

Following are the important objectives of GRC: -

1. To develop a systematic framework to resolve grievances of students providing them with an access to get their grievances resolved.
2. To make students feel free and comfortable in sharing their problems through a structured interaction with them.
3. To make the students aware of their duties and responsibilities to get benefitted from the current policies and to help find out systemic flaws in the administrative process.
4. To receive suggestion / complaint / grievances through any means maintaining anonymity of aggrieved through complaint Box where they can put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
5. To make students aware of the menace of ragging, reducing the threat of ragging/ harassment/ atrocities in any form.

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6. To form a monitoring mechanism to observe the functioning of the Grievance Redressal Policy.
7. Creating confidence in the students to express their grievances / problems freely and frankly, without any fear of discrimination.

SCOPE

The scope of Grievance Redressal Cell covers all the Grievances received from the students in writing regarding the following matters:

Academic: Matters related to academic issues such as class schedules, time table, attendance, internal examination, internal marks, transfer certificate, character certificate and other university related matters.

Financial: Matters related to fee, dues and payments for various items as uniform/ Id cards, library fee/ fines, hostel dues, etc.

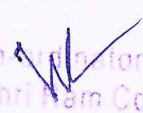
Library: Matters related issue/ return of books, reference books, journals & magazines, syllabus, photocopy, university question papers, reading room facility and digital library.

Hostel and Mess: Matters related to hostels and mess, food quality etc.

Other: Related to sanitations, eatables in the canteen, availability of transport, ragging, sexual harassment etc.

FUNCTIONS

1. The GRC attends each and every case promptly on its receipt in written form of grievances.
2. The cell reviews its performance and prepares its reports on half yearly / every semester bases.
3. Although The GRC makes its full efforts to resolve all the grievances in its capacity, still the cases which may require direction and guidance from the higher authorities, are sent to them.


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POWERS

The Cell is empowered to

- sort out the problems at their level through discussion with students.
- referred to the principal for final comment on the matter, In case, the members fail to find out any solution
- Make due inquiry by the members considering the nature and depth of the grievances.
- Punish anybody if he/she is found to be guilty for any kind of nuisance. He or she is given punishment with due consideration with the principal. The nature of punishment includes verbal as well as written warning, information to the parents, financial punishment, information to the police (if situation arises for so) and expelling from the college as per the rule of the university.

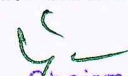
Procedure for lodging complaint:

- The student is free to put up a grievance in writing/ verbal or in the format available in the Grievance Redressal Cell and submit to their Mentor/ HoD of concern department/ Proctor/ Principal and IQAC or drop it in suggestions box placed various points like college office, library, hostels, departments and Grievance Redressal Cell.
- The Grievance Redressal Cell acts upon those cases with immediate effect which have been forwarded along with the necessary documents.
- The Grievance Redressal Cell assures that the grievance has been properly addressed and resolved in the stipulated time.

Process for addressing the Grievance:

1. Upon receipt of complaint, the member secretary of the Committee, based on the nature of the complaint and severity of its possible impact, may take one of the two options to proceed on a addressing the concerns while keeping the Chairperson, GRC Copied in all communication:
 - a. Option 1 which can be exercised on matters that could be more routine operation:
 - i. The cell may address the issue directly with the help of the concerned department.
 - ii. Once the matter has been resolved the cell will send a final update to the complainant on the matter.
 - b. Option 2 If matter is of very serious concern, in consultation with the Chairperson:
 - i. A meeting of the GRC may be called with the suitable quorum for the meeting.


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- ii. Final decision of the GRC has to be communicated to the student within stipulated time of the receipt of the complaint.
 - iii. The cell communicates the decisions to the concerned parties/departments.
2. The cell maintains an updated record of all complaints, actions taken and closure status.
 3. In case the complaint has been made against a member of the GRC or a member of the Appeal committee for GRC, the concerned member will be barred from participating in any proceedings till the case have been closed.
 4. The committee recommends appropriate action against complainant(s), if complaints made are found to be baseless or trivial.

Re-appeal:

1. Aggrieved parties who are not satisfied with the decision of the committee, may appeal to the GRC for review of decision within 15 working days.
2. The decision of the Appeal Committee, in such matters shall be final and there shall be no further appeal in the matter.


Secretary


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ज्ञान-विज्ञान विमुक्तये

प्रो. रजनीश जैन

सचिव

Prof. Rajnish Jain
Secretary



विश्वविद्यालय अनुदान आयोग
University Grants Commission

(मानव संसाधन विकास मंत्रालय, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)

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F.No. 14-4/2012(CPP-II)

7th December, 2018

PUBLIC NOTICE

ON

UGC (GRIEVANCE REDRESSAL) REGULATIONS, 2018

UGC had notified UGC (Grievance Redressal) Regulations, 2012 in official Gazette of India on **23rd March, 2013**. These regulations were aimed at addressing and effectively resolving grievances of students related to Higher Educational Institutions.

The UGC had received a number of responses on these regulations and hence constituted an Expert Committee to revisit UGC (Grievance Redressal) Regulations, 2012. The draft University Grants Commission (Grievance Redressal of Students) Regulations, 2018 prepared by the Committee is attached herewith for observations and suggestions of stakeholders. The feedback and comments on the above draft may be sent to UGC via email grmhei.2018@gmail.com on or before **31st December, 2018**.

(Prof. Rajnish Jain)

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**UNIVERSITY GRANTS COMMISSION
BAHADUR SHAH ZAFAR MARG
NEW DELHI – 110 002**

NOTIFICATION

F.No.14-4/2012 (CPP-II)

New Delhi, the __ October, 2018

In exercise of the power conferred under clause (g) of sub-section (1) of Section 26 of the University Grants Commission Act, 1956 (3 of 1956), and in supersession of the University Grants Commission (Grievance Redressal) Regulations, 2012, the University Grants Commission hereby makes the following regulations:

1. SHORT TITLE, APPLICATION AND COMMENCEMENT:

- a) These regulations shall be called as the University Grants Commission (Grievance Redressal of Students) Regulations, 2018.
- b) They shall apply to all HEIs, whether established or incorporated by or under a Central Act or a State Act, and every institution recognised by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a university declared as such under Section 3 of the said Act.
- c) They shall come into force from the date of their publication in the Official Gazette.

2. DEFINITION: IN THESE REGULATIONS, UNLESS THE CONTEXT OTHERWISE REQUIRES:

- (a) "Act" means the University Grants Commission Act, 1956 (3 of 1956);
- (b) "aggrieved student" means a student who has any complaint in the matters concerned with the grievances defined under these regulations, and includes a person seeking admission to any institution of higher education;
- (c) "college" means any institution, whether known as such or by any other name, which provides for a course of study for obtaining any

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qualification from a university and which, in accordance with the rules and regulations of such university, is recognised as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification;

(d) "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.

(e) "declared admission policy" means such policy for admission to a course or program of study as may be offered by the institution and published in the prospectus referred to in sub-regulation (1) of regulation 3;

(f) "grievances" include the following complaints of the aggrieved students, namely:

- i. making admission contrary to merit determined in accordance with the declared admission policy of the institution;
- ii. irregularity in the admission process adopted by the institution;
- iii. refusing admission in accordance with the declared admission policy of the institution;
- iv. non publication of prospectus, (either hard copy / online) as specified in these regulations;
- v. publishing any information in the prospectus, which is false or misleading, and not based on facts;
- vi. withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a students for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- vii. demand of money in excess of that specified in the declared admission policy to be charged by such institution;


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- viii. breach in reservation policy in admission as may be applicable;
 - ix. nonpayment or delay in payment of scholarships to any student that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority;
 - x. delay in conduct of examinations or declaration of results beyond the specified schedule in the academic calendar;
 - xi. on provision of student amenities as may have been promised or required to be provided by the institution;
 - xii. non transparent or unfair evaluation practices;
 - xiii. Refund of fees, in case a student withdraws the admission within the stipulated time as mentioned in the prospectus, as notified by the Commission from time to time.
- (g) "Department Grievance Redressal Committee" means a committee constituted under these regulations, at the level of a Department.
- (h) "Institutional Grievance Redressal Committee" means a committee constituted under these regulations, at the level of an Institution.
- (i) "College Grievance Redressal Committee" means a committee constituted under these regulations, at the level of a college.
- (j) "University Grievance Redressal Committee" means a committee constituted under these regulations, at the level of a University.
- (k) "Higher Educational Institution" means a University within the meaning of clause (f) of Section 2, a college within the meaning of clause (b) of sub-section (1) of Section 12A, and an institution deemed to be a University declared under Section 3, of the University Grants Commission Act, 1956;
- (l) "Institution" for the purposes of these regulations, means any university, college or such other institutions, as the case may be;
- (m) "Office of profit" means an office which is capable of yielding a profit or pecuniary gain, and to which some pay, salary, emolument, remuneration or non-compensatory allowance is attached;

(n) "Ombudsperson" means the Ombudsperson appointed under these regulations;

(o) "University" means a university established or incorporated by or under a Central Act or a State Act and includes an institution deemed to be university declared as such under Section 3 of the Act.

3. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING:

i. Every higher educational institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:

(a) the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;

(b) the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;

(c) the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;

(d) the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;


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- (e) each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions of such payment;
- (f) rules / regulations for imposition and collection of any fines specified heads or categories, minimum and maximum fine may be imposed.
- (g) the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;
- (h) details of the teaching faculty, including their educational qualifications, alongwith the category they belong to Regular / visiting ---- and teaching experience of every member of its teaching faculty.
- (i) information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital or industry wherein the practical training to be imparted to the students and in particular the facilities accessible by students on being admitted to the institution;
- (j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution.
- (k) any other information as may be specified by the Commission:

Provided that an institution shall publish / upload information referred to in items (a) to (k) of this regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication on the website through advertisements displayed prominently in different newspapers and through other media:

- ii. Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its


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publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

4. GRIEVANCE REDRESSAL COMMITTEES (GRC):

A. Department Grievance Redressal Committee (DGRC)

- (i) In case of universities, all complaints relating to a department shall first be addressed to Department Grievance Redressal Committee (DGRC) to be constituted at the level of departments/school/center whose composition shall be as follows:
 - a) Head of the Department / School / Center – Chairperson
 - b) a Professor from outside the department / school / center to be nominated by the Head of HEI – Member
 - c) A faculty member well-versed with grievance redressal mechanism to be nominated by the Head of the Department – Member.
- (ii) The Chairperson and members of the committee shall have a term of two years.
- (iii) The quorum for the meeting shall be two, including Chairperson.
- (iv) The DGRC shall follow the principles of natural justice while deciding the grievances of the students.
- (v) The DGRC shall make efforts to resolve the grievance within the stipulated period and shall submit its report to the Head of the Institution within a period of 15 days from the date of receipt of complaint to the DGRC.
- (vi) The DGRC shall provide a copy of the report to the aggrieved person(s).

B. Institutional Grievance Redressal Committee (IGRC)

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- (i) The complaints not related to departments/schools / center and the grievances not resolved at the DGRC shall be referred to the Institutional Grievance Redressal Committee (IGRC) to be constituted by Head of the HEI, whose composition shall be as follows:
 - (a) Pro-Vice Chancellor / Dean/ Senior academician of HEI – Chairperson.
 - (b) Dean of students/Dean, Students Welfare
 - (c) Two senior academicians other than Chairperson.
 - (d) Proctor / Senior academician
- (ii) The above Committee shall be approved by the statutory body of institution (Executive Council or its equivalent).
- (iii) The Chairperson of IGRC and DGRC shall not be the same. The tenure of the Committee members shall be two years.
- (iv) The quorum for the meetings shall be three, including Chairperson.
- (v) The IGRC shall consider the recommendation of DGRC while giving its recommendations. However, the IGRC shall have the power to review recommendations of the DGRC.
- (vi) The IGRC shall follow the principles of natural justice while deciding the grievances.
- (vii) The IGRC shall send the report and the recommendations to the Head of the HEI within in a period of 15 workings days from the date of receipt of grievance, or appeal or recommendations of the DGRC.
- (viii) The IGRC shall provide a copy of the report to the aggrieved person(s).

C. College Grievance Redressal Committee (CGRC)


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- (i) In case of colleges, all complaints shall first be addressed to College Grievance Redressal Committee (CGRC) whose composition shall be as follows:
 - a) Principal of the college -Chairperson
 - b) Two senior faculty members nominated by the principal of the College.
- (ii) The tenure of the members shall be two years.
- (iii) The quorum for the meeting shall be two, including Chairperson.
- (iv) The CGRC shall follow the principles of natural justice while considering the grievances of the students.
- (v) The CGRC shall send the report and recommendations to the Vice-Chancellor of the affiliating university within a period of 15 days of receiving the complaint.

D. University Grievance Redressal Committee (UGRC)

- (i) In case of grievances not resolved by CGRC, it shall be referred to University Grievance Redressal Committee (UGRC) for which the Vice-chancellor of the affiliating university shall constitute a University Grievance Redressal Committee (UGRC) consisting of five members for a individual colleges or a group of colleges keeping in view the location of the college(s). The UGRC shall be constituted by the Vice-chancellor of the affiliating university consisting of :
 - a) A senior Professor of the university – Chairperson
 - b) Dean, Student Welfare or its equivalent - Member
 - c) Three Principals drawn from the affiliating colleges, on rotation basis to be nominated by the Vice-Chancellor – Members
- (ii) The Chairperson and members of the committee shall have a term of two years.
- (iii) The quorum for the meeting shall be two, including Chairperson.

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(iv) The CGRC shall follow the principle of normal justice while deciding the grievance of the students.

(v) The CGRC shall send the report and the recommendations to the principal of the college within a period of 15 days of receiving the complaint.

E. Any person aggrieved by the decision of the Institutional Grievance Redressal Committee or University Grievance Redressal Committee may within in a period of six days prefer an appeal to the Ombudsperson.

5. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:

(i) Each HEI shall appoint an Ombudsperson for redressal of grievances of students under these regulations.

(ii) The Ombudsperson shall be a person not related to the university and who is a retired Vice-Chancellor, Registrar or a faculty member who has at least ten years of experience as a Professor.

(iii) The Ombudsperson shall not be in any conflict of interest with the university, either before or after his appointment.

(iv) The Ombudsperson, or any member of his immediate family shall not -

(a) hold or have held at any point in the past, any post or, employment in any office of profit in the university;

(b) have any significant relationship, including personal, family, professional or financial, with the university;

(c) hold any position in university by whatever name called, in the administration or governance structure of the university.

(v) The Ombudsperson in a State University shall be appointed by the Executive council of the university on part-time basis from a panel of three names recommended by the search committee' consisting of the following members, namely:-


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- (a) Nominee of the Governor of the State or his nominee - Chairperson
- (b) Vice-Chancellor of a University of State to be nominated by the State Government – Member
- (c) Vice-Chancellor of the concerned State University – Member
- (d) Registrar of the concerned State University – Secretary (non-voting)
- (vi) The Ombudsperson in a Central University and institution deemed to be university shall be appointed by the Executive Council of the Central University or the equivalent statutory body of the Deemed to be University, as the case may be, on part - time basis from a panel of three member recommended by the search committee consisting of the following members, namely:-

- (a) Nominee of University Grants Commission – Chairperson
- (b) One Vice Chancellor from Central University to be nominated by UGC (for Central Universities) – Member

OR

One Vice Chancellor from institution deemed to be university to be nominated by the UGC (for Deemed to be Universities) - Member

- (c) The Vice Chancellor of the university – Member
- (d) The Registrar of the university – Secretary (Non-Voting)
- (vii) The Ombudsperson shall be a part time officer appointed for a period of three years from the date he/she assumes the office and may be reappointed for another one term in the same university.
- (viii) The Ombudsperson shall be paid the sitting fee per day as per the norms of the university for hearing the cases, in addition to the reimbursement of the conveyance.

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- (ix) The Ombudsperson may be removed on charges of proven misconduct or misbehavior or as defined under these regulations, by the concerned appointing authority i.e. the Executive Council of the University.

6. FUNCTIONS OF OMBUDSPERSON:

- (i) The Ombudsperson shall hear any appeal of an applicant for admission as student or student of the university against the university or institution affiliated to it as the case may be, after the student has availed all remedies available in such institution for redressal of grievance such as IGRC / UGRC;
- (ii) No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsperson. However, the issues of malpractices in the examination and evaluation processes may be referred to the Ombudsperson.
- (iii) Ombudsperson may seek the assistance of any person as amicus curiae, for hearing complaints of alleged discrimination.
- (iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the student(s).

7. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSON AND GRIEVANCE REDRESSAL COMMITTEE:

- (i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student of that institution may submit an application seeking grievance redressal.
- (ii) On receipt of any online complaint, the institution shall refer the complaint to the appropriate Grievance Redressal Committee, as the case may be, along with its comments within 15 days of receipt of complaint on online portal.
- (iii) The Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved person.

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- (iv) An aggrieved person may appear either in person or be represented by such person as may be authorized to present his/her case.
- (v) The Grievances not resolved at the appropriate Grievance Redressal Committee(s) shall be referred to the Ombudsperson.
- (vi) The institution shall co-operate with the Ombudsperson or the Grievance Redressal Committee(s), as the case may be, in redressal of grievances and failure to do so may be reported by the Ombudsperson to the Vice Chancellor.
- (vii) On the conclusion of proceedings, the Ombudsperson shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue, after giving due hearing to both the parties.
- (viii) Every order under the signature of the Ombudsperson shall be provided to the aggrieved person and the institution and shall be placed on the website of the institution.
- (ix) The institution shall comply with the recommendations of the Ombudsperson. Any recommendations of the Ombudsperson not complied with by the institution shall be reported by the Ombudsperson to the Commission.
- (x) In case of any false or frivolous complaint, the Ombudsperson may recommend appropriate action against the complainant.

8. INFORMATION REGARDING OMBUDSPERSON GRIEVANCE REDRESSAL COMMITTEE:

The institution shall provide detailed information regarding provisions of Grievance Redressal Committee(s) and Ombudsperson on their website and in their prospectus prominently.

9. CONSEQUENCES OF NON-COMPLIANCE:

The Commission shall in respect of any institution which willfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Grievance Redressal


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Committee(s), as the case may be, may proceed to take one or more of the following actions, namely:

- (a) withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- (b) withholding any grant allocated to the Institution;
- (c) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- (d) informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of the Commission, declaring that the institution does not possess the minimum standards for redressal of grievances;
- (e) recommend to the affiliating university for withdrawal of affiliation, in case of a college;
- (f) The Commission may take necessary and appropriate action as it may deemed fit, in case of an institution deemed to be university;
- (g) recommend to the concerned State Government for necessary and appropriate action, in case of a university established or incorporated under a State Act;
- (h) The Commission may take necessary and appropriate actions against any institution for non-compliance.

Provided that no action shall be taken by the Commission under this regulation unless the institution has been given an opportunity to explain its position and an opportunity of being heard has been provided to it.

(Prof. Rajnish Jain)
Secretary

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Muzaffarnagar

Chairman
IQAC, Shri Ram College,
Muzaffarnagar



SHRI RAM COLLEGE MUZAFFARNAGAR (UP)

Annual Report of the Grievance Redressal Committee

Academic Year – 2023-24

1. Introduction

The Grievance Redressal Committee (GRC) of Shri Ram College, Muzaffarnagar, is committed to addressing and resolving student, faculty, and staff grievances in a fair and transparent manner. The Committee functions to ensure a harmonious academic environment by providing an effective mechanism for redressal of complaints.

2. Objectives

- To uphold the dignity of individuals by ensuring a responsive and accountable grievance redressal mechanism.
- To provide a structured framework for students, faculty, and staff to voice concerns.
- To encourage a culture of openness, trust, and mutual respect.

3. Composition of the Grievance Redressal Committee

The Committee is constituted as per institutional guidelines and comprises the following members:

S. No.	Name	Designation	Department
1	Dr. Ashok Kumar	Grievance Redressal Officer (GRO)	Agriculture
2	Dr. Pramod Kumar	Member Secretary (Chief Proctor)	Physical Education
3	Dr. Saurabh Mittal	Member	Commerce
4	Dr. Himanshu Hora	Member	Computer Application
5	Dr. Pooja Tomar	Member	Basic Science
6	Dr. Abdul Azeez Khan	Member	Physical Education
7	Mrs. Neetu Singh	Member	Computer Application
8	Dr. Pankaj Kumar	Member	Business Administration
9	Dr. Shweta Rathi	Member	Home Science
10	Ms. Shalini Mishra	Member	Biosciences
11	Ms. Kavya Sharma	Member (Student Representative)	Computer Application
12	Mr. Harshit Sharma	Member (Student Representative)	Computer Application
13	Mr. Aditya Kapil	Member (Student Representative)	Basic Science

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4. Grievances Received and Resolved

During the academic year 2023-24, the GRC received a total of 13 grievances, categorized as follows:

Category	Number of Grievances	Resolved	Pending
Academic Issues	03	03	0
Administrative Issues	02	02	0
Hostel & Mess	05	05	0
Facilities	03	03	0
Others	0	0	0

The Committee successfully resolved 100 % of the grievances within the stipulated time.

5. Key Initiatives Taken

- **Awareness Campaigns:** Conducted orientation sessions to educate students and staff about grievance redressal procedures.
- **Online Grievance Portal:** Strengthened digital mechanisms for easy submission and tracking of complaints.
- **Regular Meetings:** Periodic review meetings were held to assess the status of grievances and streamline processes.
- **Anonymous Complaint Mechanism:** Introduced a confidential platform for sensitive issues.

(Dr. Ashok Kumar)

Chairman

Grievance Redressal Committee

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