

GOVT. DEGREE COLLEGE ANI AT HARIPUR  
DISTT. KULLU (H.P.) 172026



**GUIDELINES ON GRIEVANCE  
REDRESSAL MECHANISM**

# **GUIDELINES ON GRIEVANCE REDRESSAL FOR THE STUDENTS**

## **1. PREAMBLE**

- Govt. Degree College Ani is committed to providing a safe, fair and harmonious learning and work environment. In view of this, the college has a robust mechanism for redressal of students grievances in a timely manner.
- 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 teacher etc. In this regard, a formal Grievance Redressal Committee is constituted to deal with day to day grievances.
- Any student who is aware of any violations must report the same to the Grievance Redressal Committee. The GRC Shall consist of members as appointed by the Principal. Said grievance must be submitted in writing and should be made within four days from the day of the alleged violation.

## **2. PURPOSE AND SCOPE**

- The purpose of the Grievance Redressal Committee (GRC) is to ensure a speedy response to and accountability of all concerned to the students of Govt. Degree College Ani. 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.
- The GRC shall deal with grievances received in writing about academic and non-academic matters.

## **3. EXTENT AND APPLICABILITY**

All students, parents, staff members and other stakeholder during their tenure at the college.

#### 4. DEFINITIONS

- **Grievance:** 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 College that a student, parent, staff member thinks, believes or even feels, is unfair, unjust or inequitable.
- **Grievant:** Grievant means a student, parent, staff member or group of students or parents or staff members submitting the grievance.
- **Days:** 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.

#### 5. OBJECTIVES

- To ensure a fair, impartial and consistent measures for redressal of varied issues faced by the stakeholders.
- To uphold the dignity of the College by promoting cordial student-student, student-teacher and student-staff relationship.
- To develop a responsive and accountable attitude among the stakeholders, thereby maintain a harmonious atmosphere in the College Campus.
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- To ensure that the views grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized.
- 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.

#### 6. GRIEVANCE REDRESSAL COMMITTEE

- The Principal of the college shall constitute Grievance Redressal Committee. The college level Grievance Redressal Committee is as follows:
  - i. Sr. Associate/Assistant Professor-Convener
  - ii. Faculty Member-Member

- iii. Faculty Member-Member
- iv. Faculty Member-Member
- v. CSCA Representative-Member

## 7. Mechanism of the GRC

1. **Receiving Letter in GRC Box :** The Complaint Box has been installed in the college. Complainant can put their grievances in writing on the issues related to academics, infrastructure, examination, office and administration or can fill the Grievance Form uploaded in college website.
2. **Opening the GRC Box by Grievance Committee:** Every Saturday the GRC Box will be opened by the Committee.
3. **Analysis and Augmentation of the Issues:** After receiving the Grievances, the GRC conducts a fact finding inquiry, which may include interviewing the parties involved. Principles of natural justice must be followed, giving both the complainant and respondent a fair hearing.
4. **Redressal of the Issues:** Grievance Redressal committee provides its recommendation and decision to the Principal and the student, typically within the 15 to 30 working days.
5. **Appeal:** If the complainant is dissatisfied with the GRC decision, they can appeal to the Head of the Institution or Higher Authority.

## 8. TYPES OF GREIVANCES

### I. Academic Related

- a) Admissions
- b) Examination
- c) Assesments
- d) Evaluation
- e) Library Facilities
- f) Issuance of Certificates
- g) Add on Courses
- h) Research Related issues etc.

### II. Extension and Extra-Curricular

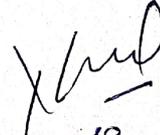
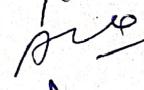
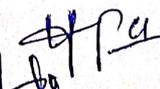
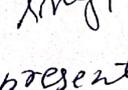
- a) Alumni Registration
- b) Award of non-academic credits
- c) Physical Educaiton, Cultural Activities, Sports, etc.

- III. Amenities & Maintenances
  - a) Wi-fi/Internet Connectivity
  - b) Utility Stores
  - c) Computer facilities
  - d) Drinking water
  - e) Sanitation & Hygiene
  - f) Medical Facilities
- IV. General Facilities
  - a) Collection of Fees
  - b) ID Cards
  - c) Scholarships
  - d) Transportation
- V. Other Related Issues
  - a) Safety and Security
  - b) Discipline
  - c) Misbehaviors
  - d) Emergency Services

#### 9. AMENDMENTS

This policy will be reviewed periodically to rectify anomalies, if any and to incorporate feedback received from the stakeholders.

#### Grievance Redressal Committee

- Sh. Nirmal Singh (Convener) 
- Sh. Ashok Kumar (member) 
- Sh. Dhan Prakash (member) 
- Shrit. Seema (member) 
- Ms. Pushpa Guleria (member) 
- Sh. Bubby Bhatti (member) 
- Ms. Shobha Devi (member) 
- Ms. Ranjana Kaulal (C.S.C.A. Representative)