

Grievance Redressel committee





The College has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in

person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Redressal Committee or Principal.

As per the guidelines of statutory/regulatory bodies SDMM College has constituted the following grievance redressal committees to address and timely resolve problems of the students, teaching and non-teaching staff in fair and impartial manner.

1. College Grievance Redressal Committee
2. Anti-ragging Committee

1. College Grievance Redressal Committee :

Protection of human rights is essential for all around development of an individual's personality. As per the guidelines of UGC, College Grievance Redressal Committee is constituted to address and effectively resolve grievances of the students and staff; and secures civil liberties for everybody.

Objective:

A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- ✚ To develop a responsive and accountable attitude among all the students in order to maintain a harmonious educational atmosphere in the institute.

- ✚ Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student teacher relationship etc.
- ✚ Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- ✚ Suggestion / complaint Box have been installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- ✚ Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- ✚ Advising All the Students to refrain from inciting Students against other Students, teachers and College administration advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

Roles and Responsibilities of committee members:

- ✚ To investigate reported cases of student, if any, and submit its report to the disciplinary authority recommending action to be taken.
- ✚ To resolve Reservation Grievances if any/to forward the cases to proper authority for further action.
- ✚ If grievance is at institute level, then investigation is carried out and complaint is forwarded to the Principal
- ✚ If grievance is at University level, then investigation is carried out and complaint is forwarded to university through the Principal. To conduct meeting whenever required and discuss relevant issues, in consultation with the Director seeking his approval.
- ✚ Your discrimination complaint must reach within 15 days from the date of incident contain the following: Your name, address, and telephone number; A short description of the complaints/ problem that you wanted to address. A short description of any injury you suffered; if any.
- ✚ Encouragement of the students to express their grievance /problems freely and frankly without any fear of being victimized.
- ✚ Suggestion or complaint box is installed in which the students, who want to remain anonymous, put in writing their grievances and their suggestions.
- ✚ After knowing grievance of students, member discusses it with the chairman and then an appropriate solution is found out. If not solved at this level then grievance is taken up to the Principal and legal advisor.

- ✚ The complainant shall be summoned to hear complaints (if necessary). After hearing of complaints, the committee shall take appropriate decision. First member of the committee should write and maintain the record of the minutes of meeting conducted by chairman.

Duties and Responsibilities of students:

- ✚ If there is a complaint then the following are the responsibilities of the students: First of all talk to your in-charge.
- ✚ Your discrimination complaint must reach within 15 days from the date of incident contain the following: Your name, address, and telephone number; A short description of the complaints/ problem that you wanted to address. A short description of any injury you suffered; if any.

Grievance Redressal Mechanism:

- ✚ Institution has formed the College Redressal committee for overseeing the implementation of the provisions of the verdict.
- ✚ The college Grievance Redressal Committee will monitor and try to resolve grievances relating to students and staff at the College level.
- ✚ The complaint if any received will be forwarded to the said committee.
- ✚ The said committee will look into the complaint; will call the concerned complainant personally for hearing the grievance immediately.
- ✚ The students and staff can submit their grievances either directly to the Principal or to the committee member by dropping their grievances in the complaint and suggestion boxes placed in all academic blocks of the institution.
- ✚ An awareness about the committee can be created among the students and staff.
- ✚ The necessary measures for prevention of grievances inside and outside the college campus can be taken.
- ✚ Member Secretary will prepare and maintain the record of work as per the guidelines.
- ✚ The students may feel free to put up a grievance in the format attached and drop it in boxes placed at conspicuous locations.

- ✚ The GRC will act upon those cases which have been forwarded along with the necessary documents.
- ✚ The GRC will take up only those matters which have not been solved by the different departments.
- ✚ Grievances related to fees etc will be taken up only if the relevant financial documents like demand drafts etc are attached.

Establishment of a Grievance Redressal Committee.

“Grievance Redressal Committee” of S.D Mahila Mahavidalaya has been constituted with following Staff in different positions to enquire the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same

Sr. no.	Name the faculty	Desgination	Email ID and Phone no.
1.	Dr. Anjana Lohan	Chairperson	8689081298
2.	Dr. Nayandeep	Associate Proffesor	9416776210
3.	Dr. Anita Chabbra	Assistant Proffesor	9416490259
4.	Ms. Rekha kohli	Librarian	9812067071
5.	Dr. Shallu Sachdeva	Assistant Proffesor	9416802554
6.	Ms. Madhu Sharma	Assistant Proffesor	9467618153