



DYAL SINGH COLLEGE UNIVERSITY OF DELHI

Lodhi Road, New Delhi 110003



GUIDELINES FOR STUDENT GRIEVANCE REDRESSAL CELL



NAMES OF COMMITTEE MEMBERS

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DECLARATION

This document illustrates the Student Grievance Redressal guidelines and procedures followed at Dyal Singh College. The college reserves the right to interpret, change, suspend, cancel, or dispute, with or without notice, all or any part of what is contained in the guidelines. The committee's decisions regarding interpreting any guidelines and procedures covered in the guidelines shall be final.

CHAIRMAN

STUDENT GRIEVANCE REDRESSAL COMMITTEE

OBJECTIVES

To meet students' growing demands for improved, prompt, and efficient service, the college will continuously strive to enhance its service regulations, benchmarks, and capacities. The college anticipates that all its officers and staff members will uphold the utmost integrity and transparency in their interactions with students and staff while on duty.

A Grievance represents a formal expression of discontent from a student. Such discontent can jeopardize the college's reputation and credibility if not properly addressed and resolved. Hence, it is incumbent upon all employees to dedicate their attention, time, and energy to resolving the Grievances of students and staff in accordance with the college's guidelines and policy terms.

The objectives of the Grievance Redressal guidelines are:

- a) Developing an organizational structure for addressing Student Grievances
- b) Ensuring students have prompt, uncomplicated avenues to address their Grievance
- c) Educating students about their obligations and duties
- d) Structuring engagements with students to gather insights into their expectations regarding academic and administrative procedures
- e) Establishing a monitoring unit to supervise the implementation of the Grievance Redressal Policy

STUDENT FOCUS:

- a) Grievance Redressal Cell should seek to redress Grievances and avoid them.
- b) The college shall endeavor to improve service through constant interactions with the students and staff to elicit their views on academic and administrative standards and seek suggestions for improvement.
- c) At least one meeting per year shall be held to offer opinions and suggestions on Student academic and administrative standards and services.
- d) The college shall try to abide by and enforce UGC regulations in all its operations.
- e) The college shall also abide by the approved Code of Conduct.
- f) All efforts shall be made to leverage Information Technology to provide an easy platform for students to lodge grievances, track the status of grievances, enlighten them on claims procedures, provide access to information on whom to contact and enhance academic and administrative standards and services.

Grievances' may include the following complaints of the aggrieved students, namely:

- (i) Admitting students against the merit determined by the institute's admission policy.
- (ii) Deviating from the university's established admission procedures
- (iii) Rejecting applicants in contradiction to the institute's admission policy.
- (iv) Retaining or refusing to return any documents, such as certificates or degrees, deposited by an individual for admission, to coerce them into paying unnecessary fees for a course they do not intend to pursue.
- (v) Requesting payment exceeding the amount specified in the declared admission policy or approved by the relevant authority.
- (vi) Violating the institution's reservation policy in admissions, if applicable.

- (vii) Delaying examinations or result announcements beyond the schedule outlined in the academic calendar.
- (viii) Failing to provide student amenities as promised or mandated by the college.
- (ix) Failing to deliver the quality of education pledged during admission or required by standards.
- (x) Engaging in opaque or unfair evaluation methods.
- (xi) Subjecting students to harassment or victimization, including instances of sexual harassment. Additionally, refund policies for withdrawn admissions must adhere to the university guidelines.

RESPONSIBILITY FOR REDRESSAL

The Grievance Committee, specially formed per UGC regulations, addresses Grievances. The college emphasizes that Grievance resolution should be time-bound and focused on achieving tangible outcomes.

DOCUMENTING GRIEVANCES:

The Grievance Redressal Committee starts with a proper decimation protocol. A Grievance is defined as any communication that expresses dissatisfaction about an action or lack of action or about the standard of service/deficiency of service of academic or administrative nature of the college. Thus, any communication, as defined above - written, verbal, or digital- shall be recorded in the Grievance system. Immediately on receipt of a Grievance, the concerned Office shall send a written communication to the complainant (the person who lodges the Grievance with the college), stating the following:

- a) Acknowledging his communication
- b) The name, address, email ID, and Phone number of the authority to whom the Grievance has been forwarded (in case the Grievance relates to another office)
- c) The name, address, email ID, and Phone number of the authority to whom the Complainant could escalate the matter if his Grievance is not redressed within the specified timeframe or if he is unsatisfied with the action taken.

STRUCTURE OF GRIEVANCE REDRESSAL CELL:

The Grievance Redressal Committee for aggrieved students would work exactly as per the UGC guidelines vide UGC (Grievance Redressal) Regulations 2023.

GRIEVANCE REDRESSAL CELL

There shall be a Grievance Redressal Cell at the college and constituent college levels, consisting of Grievance Committees.

GRIEVANCE COMMITTEE AT THE COLLEGE LEVEL

- i) Principal of the college designated as Chairman
- ii) On a rotation basis, the principal- Members will nominate the five-member committee from the constitution colleges.
- iii) A student representing the college where the grievance has occurred to be nominated, based on academic merit, by the concerned college – Special Invitee

POWERS AND DUTIES OF THE COMMITTEE:

- i) The grievances committee shall deal with the grievances of students.
- ii) The aggrieved student of the college can lodge his grievance with the Committee's chairman. The grievance committee shall hear and settle grievances, as far as practicable, within six months of the grievance being lodged with it.

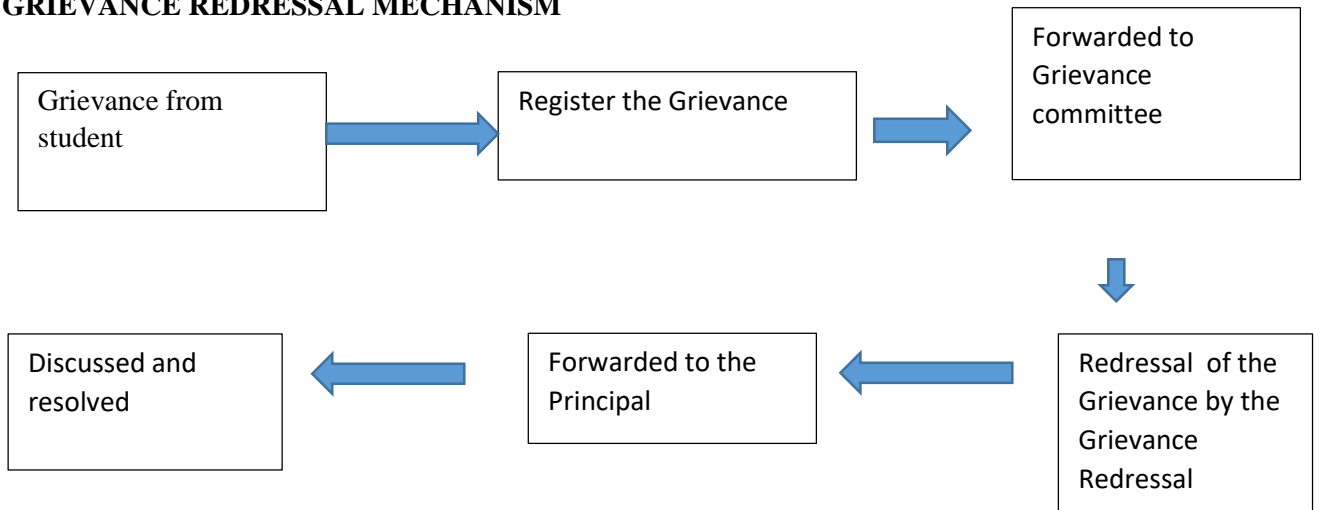
- iii) If the grievance is settled at the college-level committee, the college will take action according to the terms of the settlement.

MODE OF SUBMITTING GRIEVANCES:

An aggravated student can submit the application seeking redressal of grievance to the Committee

- i) by email to any of the committee members
- ii) by dropping the complaint at the student grievance complaint box

GRIEVANCE REDRESSAL MECHANISM



WORKING OF THE STUDENT GRIEVANCE REDERRL COMMITTEE

