



*Torch Bearers of Tomorrow*

## **NIRANKARI BABA GURBACHAN SINGH MEMORIAL COLLEGE**

**(Affiliated to Gurugram University, Gurugram)**

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### **Grievance Redressal Policy**

#### **Introduction**

As per the UGC Grievance Redressal Regulations 2012 (Notified in official Gazette on 23<sup>rd</sup> March 2013), further drafted in 2018, for addressing and effectively resolving grievances of students related to Higher Education Institutions, a Grievance Redressal Mechanism has been devised. The college has constituted different committees to address the nature and extent of the grievance.

#### **Objectives:**

- To formulate a policy on the mechanism and process of grievances of the students and staff.
- To create awareness among the students and staff about various committees to address such issues
- To investigate the cause of such grievances and suggest measures to avoid those in future.
- To ensure time-bound resolution of the grievances through a formalized and transparent manner.

The following committees has been constituted by the college to address the grievances of the students and staff and shall work separately to address the specific issues.

1. Anti-sexual Harassment Committee
2. Grievance Redressal Cell
3. Anti-Ragging Cell

These committees shall work under the control and guidance of the principal to redress the grievances related to sexual harassment, ragging, or any other general concerns in nature. The committee shall meet, at least, twice in an academic year but in emergency, it can meet any number of times.

#### **Policy on Awareness:**

The institution has devised various ways and means to create awareness among the students and avoid the cases of grievances with regard to sexual harassment, ragging or any other general grievances. The awareness has been created through:

1. Publication of College Information Brochure on College Website as well as Department of Haryana, Admission Portal.



2. Undertaking from the students and parents at the time of admission with regard to ragging.
3. Display of Code of Conduct to be followed by students and staff at prominent places.
4. Display of Library Rules
5. Periodic Notices and information through Notice Boards.

#### **Procedure for Redressal of Grievances:**

1. The complainant can register their grievances on through the online complaint registration system available on the college website.
2. On the receipt of the complaint, the concerned Grievance redressal committee shall fix a date for hearing the complaint of the aggrieved person and communicate him/her through email/SMS.
3. The aggrieved person may appear either in person or represented by such person as may be authorized to present his/her case.
4. The committee shall resolve the grievance and record the proceedings/resolutions in their register. In case the grievance is not resolved at the committee level, they will submit their remarks to the Principal in writing.
5. In case of any false or frivolous complaint, action shall be taken against the complainant.

#### **Committees Roles and Responsibilities:**

##### **1) Anti-sexual harassment committee**

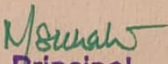
- a. It will take up the cases and complaints with respect to sexual harassment, eve-teasing, molestation, or any other cases of similar nature.
- b. It will take up grievances of the students & address those issues in a formal and structured manner by way of recording the outcome of its processes in a speedy manner.

##### **2) Grievances Redressal Cell**

- a. It will take up grievances of the students & address those issues in a formal and structured manner by way of recording the outcome of its processes in a speedy manner.
- b. This committee will address the grievances / concerns of the students pertaining to internal assessment, completion of syllabi, technical glitches during online classes, conduct of face to face classes, infrastructural constraints, examinations, issue related to re-appears, admission process, etc.
- c. The collection of grievances should be through online form available on the college website.
- d. The committee shall advertise about itself and share its email through college website, groups and notice boards.

##### **3) Anti-Ragging Cell**

- a. It will conduct an organization wide awareness and undertakings on policies with zero tolerance.
- b. It will formalise a mechanism for submission of online/offline students' grievances with regard to ragging.
- c. The grievance should be resolved in a transparent and time-bound manner.
- d. It will maintain the records of activities conducted, minutes of the meetings, number of cases received, addressed and time taken (no. of days).

  
Principal  
(N.B.G.S.M. College)  
Sohna