



GRIEVANCE REDRESSAL POLICY

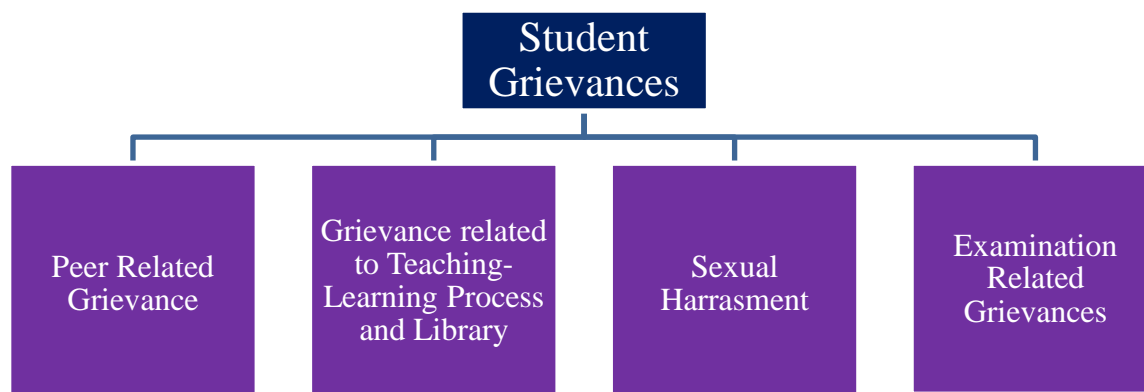
1. Administrative Policy Number (APN): VKM/GRC/2017-001
2. Functional Area: Student Grievances
3. Brief Description of the Policy: Policy aims at focusing a transparent and effective mechanism for timely redressal of students related grievances creating an amiable environment for their mental growth based on love, trust and responsibility.
4. Policy Applies to: All the stakeholders - Students, Teachers and Administrative Staff
5. Effective from: 2017
6. Approved by: Principal
7. Responsible Authority: Principal, Co-ordinator of the GRC and Student Advisory, and Members
8. Reason for the Policy: Transparency, Accountability and Fairness in Grievance Redressal Process
9. References for the Policy: UGC (Grievance Redressal) Regulation and Banaras Hindu University Guidelines

Policy Statement: The College is dedicated to the goal of overall development of the students and provides an all-inclusive environment for them. The Grievance Redressal Policy ensures effectual and methodical procedure for redressal of students' grievances.

Objectives:

- Build a favorable environment: Foster a supportive atmosphere for the holistic development of students.
- Enable trust: Ensure students feel confident that their grievances will be heard and addressed fairly while maintaining confidentiality.
- Promote Relationships: Encourage positive interactions among students, faculty, and administrative staff.
- Empower students: Motivate students to advocate for themselves and others eradicate the fear of victimization.
- Raise Awareness: Educate all stakeholders about relevant government policies regarding student grievances and their roles in the process.
- Ensure Transparency: Maintain an objective, confidential, transparent, and timely grievance redressal process.

PROCEDURE: GRIEVANCE REDRESSAL MECHANISM



Grievance Redressal Cell Composition and Functions

Vasant Kanya Mahavidyalaya strives to work in an encompassing atmosphere built with mutual respect, sincerity, and good relationship, which is the core of Dr. Annie Besant's Philosophy. With this mission of providing safe, fair and harmonious learning and work environment a Grievance Cell was set up in the college in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) implemented in 2013 to probe into students' grievances.

The Grievance Redressal Cell will be dedicated to address student complaints related to academic matters, library services, and other facilities. By using an impartial approach, the Cell will ensure effective resolution of grievances. It will facilitate a structured process for students to voice their concerns in line with college regulations. The Cell will meet routinely, examine the grievances and redress it accordingly.

Composition of the Grievance Redressal Cell:

The Grievance Redressal Cell of the college will comprise of teaching staff and a student representative as its members as well as the Principal as the Chairperson.

1. Selection of Co-ordinator, Faculty Members and Student Representative.

The selection of the following members in the Grievance Redressal Cell will be as follows:

- Selection of Co-ordinator –To be selected at the sole discretion of the Principal
- Selection of Faculty Members – Two faculty members to be selected by the Principal in consultation with the Co-ordinator.
- Selection of Student Representative- One student to be selected by the above members.

Objectives:

This Cell will accept complaints regarding academic matters inclusive of students and teachers' conduct, sexual harassment and protection of equal rights and redress them promptly, judiciously and sensitively enough to ensure justice besides creating a good ambience and interactive workplace culture within the students, teachers and the college staff imbued with understanding and respect. Suggestion/ complaint Box will be installed in which the students, maintaining anonymity, will put in their written grievances and seek solutions to their problems.

Functions:

- **Adopt a policy of Zero tolerance towards complaints lodged by students regarding harassment of any kind.**
- Clearly communicate the information about the Cell's objectives and operational procedures.
- Recognize and analyse all grievances submitted by students.
- Facilitate a decision-making process to find effective solutions.
- Maintain detailed records of grievances and documents.
- Inform students about the grievance procedures during the orientation program at the start of each academic year.

Redressal Procedures:

The Cell will accept grievances on the following issues:

- Academic issues related to teaching, learning and examination.
- Conflicts between students and faculty or among students.
- Complaints about library, canteen and other services.
- Concerns related to sports and cultural activities.
- Grievances related to behaviour of stakeholders.
- The grievances will be addressed based on their specific nature, which are submitted through suggestion boxes or email.
- Initially resolutions will be offered by departments, but issues related to academic and evaluations will be addressed finally by the Principal.

- As soon as the application is received, the Redressal Committee shall review the complaint and invite both the parties for discussion. The outcome of the discussion will be reported to the Principal for further action to be taken.
- Steps will be taken to prevent recurrence of similar complaints and all proceedings and grievance details will be treated as confidential and accessible only to the Grievance Redressal Cell members for investigation purposes.

STUDENT GRIEVANCE FORM

This form is to be used by the students to submit their grievances to the Co-ordinator of the Cell.

Student Name	
Student ID	
Mailing Address	
Email	
Contact Number	
Compliant/ Grievances	
Time	
Date	
Signature	

EXAMINATION GRIEVANCE REDRESSAL POLICY

Examination Grievance Redressal Committee: Composition and Procedures

This Committee will comprise the Centre Superintendent, Co-ordinator and core members of the Grievance Redressal Committee who will act as a connecting link between students, departments and the university. The Committee will deal with examination related grievances of late submission of assignments, clash of dates of exams, papers opted by students and are not reflected in the date sheet, missing admit card, uploading of internal marks, unfair means.

OBJECTIVES

The objectives of the committee are to:

- Guide the students about rechecking and re-evaluation process: Faculty members will guide the students about the procedure / schedule of rechecking and re-evaluation process. As per its system, the university provides the opportunities to students to see the answer-sheets and have their queries satisfied. If the students still remain dissatisfied, they can ask for rechecking and re-evaluation.
- Help the students in filling the examination form of the university. The college will depute a dedicated clerk to look after all activities related to university exam work.
- Ensure a smooth conduction of exams fulfilling all the necessary criteria.

REDRESSAL PROCEDURE

- The college will establish a feedback mechanism to gather input from the students regarding the examination process and identify recurring issues.
- Offer counselling or support services to students experiencing stress or anxiety due to examination-related issues.
- Regularly review and guide the students about the procedure followed or the schedule of rechecking answer- sheets and the re-evaluation process.



Principal
Vasant Kanya Mahavidyalaya
Kamachha, Varanasi