

DAYANAND COLLEGE OF LAW, LATUR

GRIEVANCE REDRESSAL CELL POLICY

2017-18 ONWARDS

Grievance Cell is constituted for redressal of the grievances of faculty, staff and students. Meeting of the cells is conducted regularly to examine the grievances of faculty, staff & student, received and the Cell proposes necessary measures to be taken by the Administration to resolve the same.

Fortification of human rights is crucial for all round growth of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everyone, a Grievance Redressal Cell has been set up. The cell is intended to find solutions for grievances like physical or mental harassment, complaints regarding call class room teaching, class room management, completion of syllabus, teaching methodology, infrastructure maintenance and up gradation, etc., if and when they arise. The Grievance Redressal Cell has been set up in the college to honestly understand the grievances of students and parents and to ensure remedial action.

OBJECTIVES

The main objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational environment on the campus. The objectives of the Grievance Redressal Cell are:

- To develop organizational framework to resolve grievances of students and other stakeholders
- To provide the students access to immediate, hassle free recourse to have their grievances redressed
- To find systemic flaws in the design and administration of various departments and to pursue result thereon
- To institute a monitoring mechanism oversee the smooth functioning of the college

FEATURES OF GRIEVANCE

1. A grievance refers to any form of discontent or dissatisfaction with any aspect of the Institution.
2. The dissatisfaction must arise out of the college and not due to personal or family problems.
3. The discontent can arise out of real or imaginary reasons. When Students feel that injustice has been done to them, they have a grievance. The reason for such a feeling may be valid or invalid, legitimate or irrational, justifiable or ridiculous.
4. The discontent may be voiced or unvoiced, but it must find expression in some form. However, discontent per se is not a grievance. Initially, the students may complain orally or in writing. If this is not looked into promptly, the students feel a sense of lack of justice. Now, the discontent grows and takes the shape of a grievance.
5. Broadly speaking, thus, a grievance is traceable to be perceived as non-fulfillment of one's expectations from the College.
6. College Grievance Redressal Cell follows the principles of natural justice to adjudicate the complaints.



Role of Chairman of CGRC

1. Any nominated Teacher of the Institution shall be the chairman of CGRC
2. The chairman shall preside over the meeting of CGRC also finalize the date of meeting of CGRC in discussion with Members of CGRC
3. The chairman shall be the primary officer of the CGRC. He shall be the custodian of all records, if any, placed at the disposal of the cell
4. The chairman shall prepare the Agenda for the meeting of the CGRC in consultation with the Chairperson and shall communicate the Agenda with all necessary documents of students to all members prior to the meeting.
5. The Chairman shall set up meetings of CGRC with their members in order to redress the Grievances in 15 days of its receiving
6. He shall also attend the meetings and shall be responsible for maintaining a record of the minutes of the proceeding of the meetings.

7. The Chairman shall intimate the Decision/Resolution/Minutes/Action Taken Report of CG RC to the concerned
8. The Chairman shall discharge such other duties and functions related to Grievances of the students assign to him from time to time.

The College Grievance Redressal Cell(CGRC) shall exercise the following position and perform the following functions, namely

Sr. No.	Role and functions of College Grievance Redressal Cell
1.	To receive the applications of the students by Members of CGRC or Complaint Box of the Institute and process them further.
2.	To find-out the applications, open the lock of the Complaint Box regularly, promptly and weekly once during period of College working days. The Complaint Box is fixed in the conspicuous place in the College premises and its lock is being opened by the Members of the CGRC on every week end.
3.	To attend all applications with regard to the Grievance of the students
4.	To initiate proceeding of cognizance of an application, there must be a complaint or application from the students in the complaint box otherwise no recordation of the opening the complaint box.
5.	To initiate proceeding of cognizance of an application, any Member of CGRC ought to obtain complaint from the students otherwise no recordation of the same.
6.	To entertain and consider the genuine grievances of the students. It may here the students in person by giving opportunities of hearing.
7.	To hear all the concerned parties and settle genuine grievances as early as possible.
8.	To counsel the students whenever necessary to resolve their grievances.
9.	To give advice to the students through correspondence.
10.	The CGRC shall not discuss with any sub-judice grievances.
11.	It shall make efforts to settle the dispute amicably.
12.	To prepare and submit the recommendations relating to the redressal of grievances to the concerned.
13.	To considered and submit recommendations and suggestions in respect of reforms in the working of various sections/departments of the College relating to the redressal of grievances of students.
14.	To prepare Minutes and Action Taken Report of the meeting of CGRC and submit it to the Principal, Students of the College.



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