



## **DAV AUTONOMOUS COLLEGE TITLAGARH**

### **GRIEVANCE REDRESSAL CELL**

As suggested by University Grants Commission, New Delhi, the College has established a Grievance Redressal Cell, to provide a mechanism for redressal of students' as well as other stakeholder's grievances and ensure the redressal of academic and non-academic complaints within the campus. The function of the cell is to look into the complaints lodged by stakeholders and judge its gravity. Anyone with a genuine grievance may approach the committee members in person, or directly to the Principal. In case the person is unwilling to approach in self, grievances may be dropped in writing at the Complaint box/ suggestion box of the Grievance Cell installed at Administrative Block, Boys Common room, Girls common room. Grievances may also be sent through e-mail to the officer in-charge of Grievance Redressal Cell. The college aims at solving the grievances of the stakeholders within stipulated time.

### **Objective:**

The cell has been developed to settle the grievances of the students and other stakeholders within a stipulated time period in order to maintain a harmonious educational atmosphere in the institute with the following objectives:

- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Advising all the Students to refrain from inciting Students against other Students, teachers and College administration.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of disciplinary rules should be urgently brought to the notice of the Principal.

According to the UGC (Grievance Redressal ) Regulations, 2018, composition of the Grievance Redressal Committee is as follows

| SlNo. | Name                          | Designation       |
|-------|-------------------------------|-------------------|
| 1.    | Mr. Krushna Chandra Satapathy | Officer in Charge |
| 2.    | Sri D. Guru,                  | Member            |
| 4.    | Smt Sasmita Panigrahi         | Member            |
| 5.    | Dr. B.S. Tandakar             | Member            |
| 5.    | Dr. Sabya Rani Suna           | Member            |
| 6.    | Smt. Bharati Majhi            | Member            |

### Scope :

The students may lodge grievance about any academic and non- academic matters related to -

- Timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination and scholarship related matters.
- Dues and payments for various items from the library, hostels and other financial matters.
- Certain misgivings about conditions of sanitation, availability of transport, victimization by teachers and any other offensive activity.

### Mechanism of the GRC-

1. Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff.
2. The GRC shall not consider any grievance of general applicability or of collective nature raised collectively by more than one employee/student.
3. The GRC may mediate between complainant and defendant against whom the complaint has been made, if required.

4. The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

### **Procedure for Lodging Complaint :**

1. Anyone with a genuine grievance may approach the committee members in person, or directly approach to the Principal.
2. The stakeholders may feel free to put up a grievance in writing and drop it in boxes.
3. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
4. Students can register their compliance through the following e-Mail [principal.davcollege@gmail.com](mailto:principal.davcollege@gmail.com)

### **Contact Person:**

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