

DYAL SINGH COLLEGE, KARNAL

STUDENTS GRIEVANCES COMMITTEE

Students are the main stakeholders of Dyal Singh College, Karnal. Their fearless growth and development is the utmost priority of the college. The student Grievance Redressal Committee of Dyal Singh College, Karnal, looks into the grievances/complaints lodged by the students. The committee enquires into and analyses the nature and pattern of grievances in a strictly confidential manner and is empowered to look into both academic and non-academic matters.

CONSTITUTION

Students' Grievances Redressal Committee consists of the following faculty members:

1) Sh Sanjay Kumar (Incharge)	9416111744
2) ShRajpal Singh	9416219792
3) ShSushil Kumar	9416859533
4) Mrs Sarita	9416813931
5) Dr Balbir Singh	9315370655
6) Mr Dinesh Kumar	9466067706
7) Dr Ritu Sharma (Eng.)	9466340743
8) Dr Anita Aggarwal	9896363069
9) Dr Kapil	9253730805
10) Dr Akshay Kumar	8800657757
11) Ms Arpita Sawhney	9468316168

OBJECTIVES

- To develop an organisational framework to resolve the grievances of students.
- To support those students who have been deprived of services offered by the college to which they are.
- To establish structured interactions with students and staff to elicit information and carry out academic and administrative process as their expectations.
- To make officials of the college responsive and accountable in dealing with the students.
- To ensure fair, unbiased and transparent resolutions of student grievances.

PROCESS FOR LODGING A COMPLAINT

- The students may feel free to mail a grievance to email id dस्कarnal@gmail.com/dsc.grievance@gmail.com or drop in complaint boxes installed in the campus.
- The Committee will then act upon those cases which have been forwarded.

- The Committee will ensure that the grievances are redressed within the stipulated time period.

GRIEVANCE-HANDLING MECHANISM

The following mechanisms are in place for timely actions towards grievance-handling:

- **Mentor-Mentee System-** For the benefit and guidance of the students, this feature exists in most institutions. Regular meetings between the Mentor and Mentee are held wherein students are free to discuss any personal or academic problem being faced by them.
- **Academic council-** This Council is functional to counsel and guide the students for their overall development, including appropriate intervention needed to redress any grievance at the initial stage.
- **Complaint box-** A complaint box has been placed near main notice board for students to access it conveniently and drop the complaint.
- **Open Door Policy-** All students are free to personally contact the Principal and Incharge, Students Grievance Committee during the college working-hours for any escalation of the complaint made earlier.
- **Confidentiality-** The College will maintain the confidentiality of information.
- **Withdrawal:** Students are free to withdraw their grievance, without prejudice, at any given point of time.

The complaints received either through complaint box or mails have been kept in the file **Students Grievances** in the office.

EXCLUSIONS

STUDENTS GRIEVANCE COMMITTEE SHALL NOT ENTERTAIN THE FOLLOWING ISSUES:

1. Decisions of the Academic Council/ Board of studies and other academic/ administrative committees constituted by the college.
2. Decisions with regard to award of scholarships/ fee concessions/ awards/ medals.
3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the college in admissions to any course.
5. Decisions of the competent authority on assessment and examination result.



Principal



Incharge