

# **MECHANISM FOR REDRESSAL OF GRIEVANCES BY STUDENT GRIEVANCE REDRESSAL COMMITTEES:**

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The primary aim of Grievance Redressal Committee is to develop a responsive and accountable attitude among the stakeholders to maintain a healthy educational environment in the college encouraging the students to express their grievances and problems freely without any fear of being victimised.

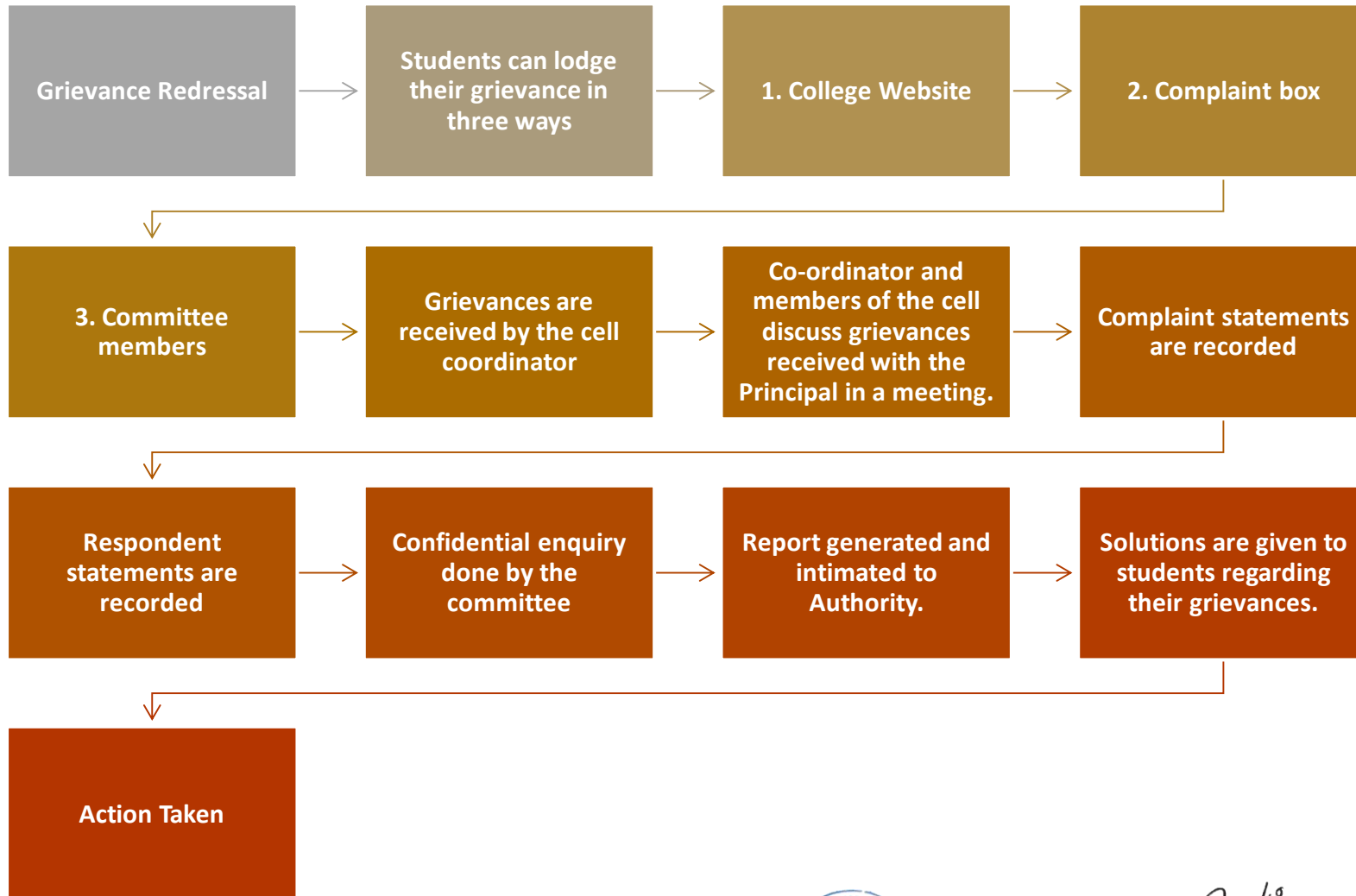
The aggrieved students can lodge their grievance in three ways: -

- (i) **Through college website:** Aggrieved student may submit an application seeking redressal of grievance in the college website [www.darrangcollege.ac.in](http://www.darrangcollege.ac.in) (by clicking the yellow grievance link at the top right corner of the home page).
- (ii) **Through Complaint box:** Students can drop their grievance in the complaint box.
- (iii) **Through committee members:** Students can also hand over their grievances personally to any committee member.

## **Mode of operation:**

- After receipt of the complaint, the co-ordinator of the committee discusses the grievance/grievances with the principal and other members of the grievance redressal committee in a meeting.
- Both complainant and respondent statements are recorded
- Confidential enquiry is done by the committee
- Report is generated after the enquiry and intimated to the Authority
- The resolved problem and its solution are intimated to the aggrieved students.
- Finally, action is taken by the committee.

# GRIEVANCE REDRESSAL MECHANISM



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