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GRIEVANCE REDRESSAL MECHANISM

(As per UGC (Redressal of Grievances of Students) Regulations, 2023)

1. Objective

The objective of the Grievance Redressal Mechanism of **M.D.N. College of Education, Kalayat** is to provide a fair, transparent, impartial, and time-bound system for the redressal of grievances of students, whether currently enrolled or seeking admission, in accordance with the provisions of the **University Grants Commission (Redressal of Grievances of Students) Regulations, 2023**.

The mechanism aims to ensure that students' concerns are heard and resolved promptly in a spirit of natural justice, thereby promoting harmony, accountability, discipline, and trust within the institutional framework.

2. Scope

The Grievance Redressal Mechanism shall cover grievances related to, but not limited to, the following areas:

- Academic matters such as teaching-learning processes, evaluation, attendance, internal assessment, and examinations
- Administrative services including issue of certificates, records, library, and institutional facilities
- Financial issues relating to fees, refunds, scholarships, and other financial matters
- Harassment, discrimination, unfair treatment, or victimization
- Infrastructure, safety, and maintenance-related issues
- Any other genuine concern affecting an individual student or a group of students

3. Institutional Framework

As mandated under **Regulation 5 of the UGC (Redressal of Grievances of Students) Regulations, 2023**, **M.D.N. College of Education, Kalayat** has established a formal institutional mechanism for grievance redressal.

The Students' Grievance Redressal Committee (SGRC) shall be constituted afresh in each academic session and shall remain functional for the concerned academic year.

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A. Students' Grievance Redressal Committee (SGRC)

Composition:

The College shall constitute a **Students' Grievance Redressal Committee (SGRC)** for each academic session comprising the following members:

Designation	Role in Committee
One Assistant Professor	Chairperson
Four Assistant Professors	Members
Two Student Representatives (one from each year), selected on the basis of academic merit / sports / co-curricular excellence	Special Invitees

Note:

- At least one member or the Chairperson shall be a woman, as per UGC Regulations.
- The SGRC shall be re-constituted every academic session.
- The term of the Chairperson and Members shall be for the concerned academic session.
- The term of the Student Representatives shall be one academic year.
- The quorum for meetings (excluding student representatives) shall be three members including the Chairperson.

B. Ombudsperson (University Level)

As per UGC Regulation 6, grievances not resolved at the institutional level may be appealed to the **Ombudsperson appointed by Kurukshetra University, Kurukshetra.**

4. Functions of the Students' Grievance Redressal Committee

The SGRC shall perform the following functions:

- To receive, examine, and investigate grievances formally submitted by students
- To ensure confidentiality, neutrality, and fairness during grievance redressal proceedings
- To provide an opportunity of hearing to all concerned parties
- To recommend appropriate corrective and remedial measures to the competent authority
- To follow up on the implementation of decisions taken
- To maintain systematic records of grievances and their disposal for NAAC, AQAR, audit, and statutory compliance

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5. Procedure for Lodging a Grievance

Step 1: Submission of Grievance

Any aggrieved student may submit a grievance through the following modes:

- (a) **Online Mode:** Through the Grievance Redressal Portal available on the official website of the College: www.mdncollegeofeducation.com (as required under UGC Regulation 8(i))
- (b) **Offline Mode:** By submitting a written complaint addressed to the **Chairperson or to any Member Assistant Professor of the SGRC**, M.D.N. College of Education, Kalayat.

Step 2: Acknowledgement and Registration

- Every grievance received shall be **acknowledged within three (3) working days from the date of receipt**.
- The grievance shall be recorded in the **Grievance Register** maintained by the Grievance Officer.

Step 3: Consideration and Hearing

- The SGRC shall fix a date for hearing within fifteen (15) working days from the date of receipt of the grievance, as prescribed under Regulation 5(viii).
- The complainant and the respondent shall be given a fair and reasonable opportunity to present their case.
- The proceedings shall strictly adhere to the **principles of natural justice**.

Step 4: Decision and Communication

- The SGRC shall submit its recommendations to the competent authority and **communicate the decision to the complainant within fifteen (15) working days from the date of receipt of the grievance**.
- In case the student is not satisfied with the decision, an appeal may be filed before the Ombudsperson.

6. Appeal to Ombudsperson

- An appeal against the decision of the SGRC may be filed within fifteen (15) days from the date of receipt of the SGRC decision.
- The Ombudsperson shall endeavor to resolve the grievance within thirty (30) days from the date of receipt of the appeal.
- The Ombudsperson shall issue a **written and reasoned order**, which shall be binding on the institution.



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7. Time-Frame Summary

Stage	Action	Time Limit	Time Counted From
Grievance Acknowledgement	Receipt and acknowledgement	3 working days	Date of receipt of grievance
SGRC Hearing	Fixing and conducting hearing	15 working days	Date of receipt of grievance
SGRC Decision	Communication of decision	15 working days	Date of receipt of grievance
Appeal Filing	Appeal to Ombudsperson	15 days	Date of receipt of SGRC decision
Ombudsperson Decision	Disposal of appeal	30 days	Date of receipt of appeal

8. Confidentiality and Protection

All grievances shall be treated with **strict confidentiality**.

No student shall be subjected to harassment, victimization, or discrimination for filing a genuine grievance.

9. Record Keeping and Reporting

- A **Grievance Register** shall be maintained by the Grievance Officer.
- Complete records of grievances, actions taken, and decisions shall be preserved.
- An **annual grievance summary report** shall be submitted to the Principal.

10. Transparency and Awareness

- Details of the SGRC, Ombudsperson, and grievance procedures shall be displayed on the **College Notice Board and uploaded on the College Website (www.mdncollegeofeducation.com)**.
- Awareness programmes shall be organized periodically to inform students about grievance redressal procedures.

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11. Coordination with Other Committees

The SGRC shall coordinate with the **Internal Complaints Committee (ICC)** and the **Anti-Ragging Committee**, wherever applicable.

12. Periodic Review

The Principal shall periodically review the effectiveness of the grievance redressal mechanism and suggest improvements wherever required.

