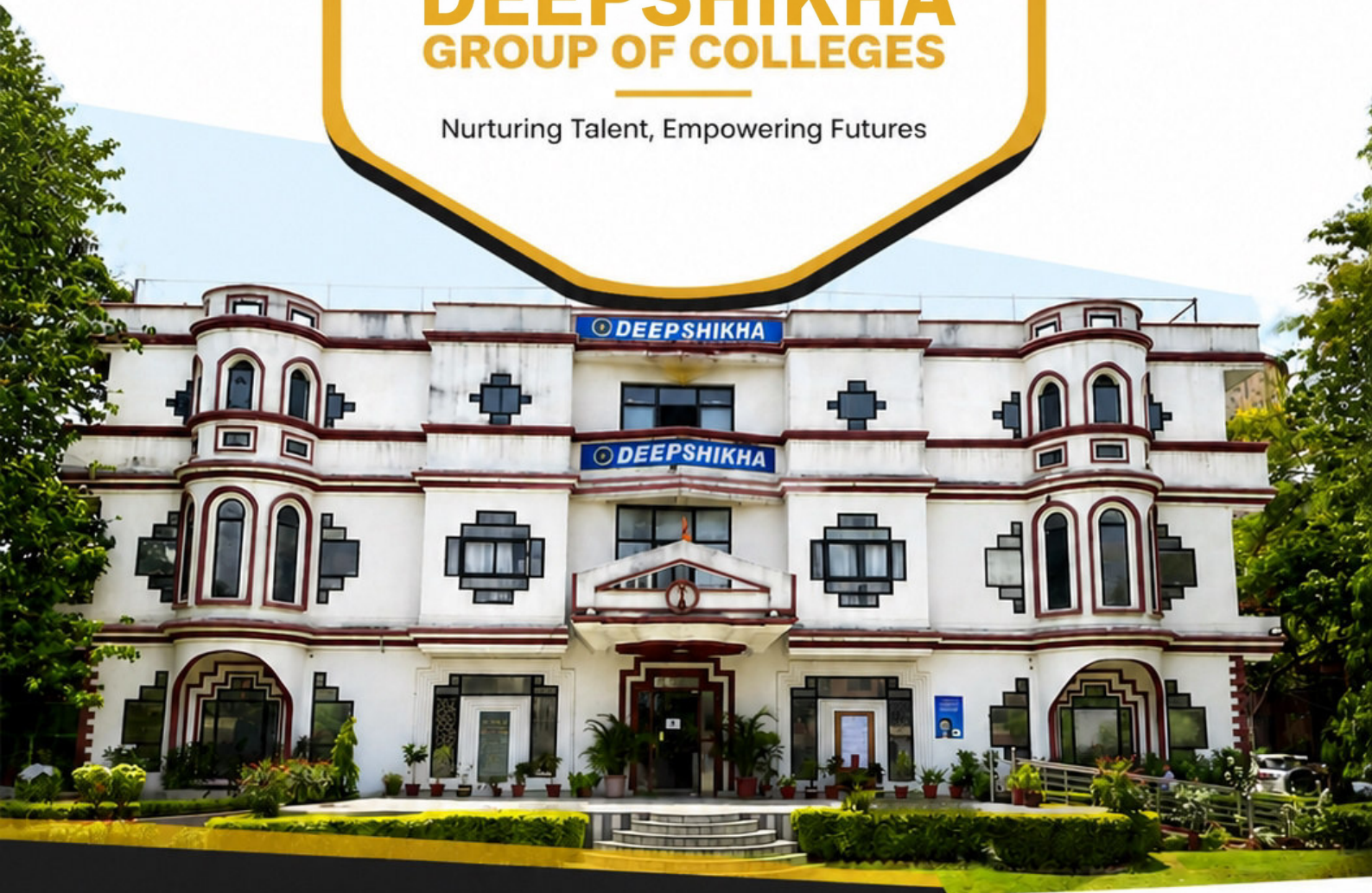




DEEPSHIKHA GROUP OF COLLEGES

Nurturing Talent, Empowering Futures



GRIEVANCE REDRESSAL POLICY



FAIRNESS



TRANSPARENCY



ACCOUNTABILITY



RESPECT

GRIEVANCE REDRESSAL POLICY

1. Foreword

Deepshikha College of Technical Education, Jaipur is committed to maintaining a transparent, fair, inclusive, and harmonious academic and work environment. The College recognizes that an effective grievance redressal system strengthens institutional governance, promotes mutual trust, and enhances the quality of education and administration.

In accordance with the guidelines of the University Grants Commission (UGC), the University of Rajasthan, and other applicable statutory provisions, the College has established a Grievance Redressal Cell (GRC) to address the genuine grievances of students, faculty members, and non-teaching staff in a fair, impartial, confidential, and time-bound manner.

2. Objectives

The Grievance Redressal Policy aims to:

- Provide an effective, transparent, and accessible mechanism for resolving grievances.
- Promote a healthy academic and professional environment based on fairness, equality, and mutual respect.
- Ensure timely and impartial redressal of grievances raised by students and employees.
- Encourage stakeholders to express their concerns without fear of discrimination or retaliation.
- Strengthen institutional accountability and improve the quality of academic and administrative services.
- Foster a culture of dialogue, cooperation, and continuous improvement within the College.

3. Scope of the Policy

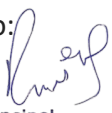
This policy applies to:

- All students enrolled in programmes offered by the College.
- Teaching faculty.
- Administrative and non-teaching staff.
- Contractual and temporary employees, wherever applicable.

The policy covers grievances relating to academic, administrative, infrastructural, and service-related matters arising within the College.

4. Types of Grievances

The Grievance Redressal Cell may consider grievances related to:


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- Academic matters, including teaching-learning processes and academic support.
- Examination-related issues within the jurisdiction of the College.
- Attendance, internal assessment, and classroom-related concerns.
- Administrative services and office procedures.
- Library, laboratory, classroom, and campus facilities.
- Student support services.
- Behaviour or misconduct affecting the academic or work environment.
- Any other genuine grievance affecting the welfare of students or employees.

The Cell shall not ordinarily entertain matters that fall exclusively under the jurisdiction of the University of Rajasthan, Internal Complaints Committee (ICC), Anti-Ragging Committee, or any statutory authority constituted under law. Such matters shall be referred to the appropriate authority.

5. Grievance Redressal Mechanism

The College follows a structured and transparent grievance redressal process.

- Every effort shall be made to resolve grievances at the departmental level through discussion with the concerned faculty member, Head of Department, or administrative officer.
- If the grievance remains unresolved, the complainant may submit a written application to the Grievance Redressal Cell.
- The Cell shall acknowledge the complaint, examine the facts, obtain necessary information from the concerned parties, and conduct a fair and impartial inquiry wherever required.
- The complainant shall be provided an opportunity to present his/her views before the Cell.
- Recommendations of the Grievance Redressal Cell shall be forwarded to the Principal for appropriate action.
- Every grievance shall be addressed as expeditiously as possible while maintaining fairness and transparency.

6. Functions of the Grievance Redressal Cell

The Cell shall:

- Receive, examine, and resolve grievances in a fair and unbiased manner.
- Promote amicable settlement of grievances wherever possible.


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- Ensure confidentiality during the grievance redressal process.
- Recommend appropriate corrective and preventive measures.
- Identify recurring issues and suggest institutional improvements.
- Maintain proper records of grievances and actions taken.
- Submit periodic reports to the Principal and IQAC for review and quality enhancement.

7. Principles of Grievance Redressal

The functioning of the Grievance Redressal Cell shall be guided by the following principles:

- Fairness and impartiality.
- Transparency and accountability.
- Confidentiality of proceedings.
- Respect for the dignity and rights of all parties.
- Timely disposal of grievances.
- Adherence to the principles of natural justice.

8. Confidentiality and Protection against Retaliation

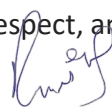
All grievances shall be treated with strict confidentiality. The identity of the complainant and the details of the proceedings shall not be disclosed except where required under applicable law.

The College strictly prohibits retaliation, intimidation, harassment, or victimization against any person who submits a grievance or participates in the grievance redressal process in good faith.

9. Awareness and Accessibility

To ensure effective implementation of this policy, the College shall:

- Display information regarding the Grievance Redressal Cell on the College website and notice boards.
- Create awareness among students and employees during orientation programmes.
- Encourage stakeholders to report genuine grievances without hesitation.
- Promote an institutional culture of openness, mutual respect, and constructive dialogue.


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10. Monitoring and Review

The Grievance Redressal Cell shall periodically review the nature of grievances received and recommend measures for improving institutional policies, administrative procedures, and student support services.

This policy shall be reviewed periodically by the College to ensure continued compliance with the guidelines of the University Grants Commission (UGC), the University of Rajasthan, and other applicable statutory provisions.



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