



Criteria 4.4

Grievance Redressal of Students and Employees (Dedicated Tab on college website)

<https://gdcdarlaghat.edu.in/student/grievance/>

The College Grievance and Redressal Cell is in place and actively functioning. The committee comprises members from the teaching staff, non-teaching staff, and includes the CSCA President as a student representative. The Principal serves as the chairperson. The purpose of the cell is to address grievances from both employees and students.

Grievance Submission:

- A complaint box is provided in the College campus just in front of the office. The complaint can be anonymous or by name.
- Complaints can also be submitted via the college email ID or in the written form and can be handed over to any of the committee member.
- There is also a dedicated mobile number to launch a complaint (Mobile No. 98161-91132).

Redressal Process:

- The complaint box will be opened on the last Saturday of every month. If the member of the committee receives any complaint that should be handed over to the convener of the Cell within 24 hours. The convener will keep the complaint in the sealed envelope if in hard copy. All other complaints will also be collected by the convener of the Cell. In case of holiday next working day will be considered for the same.
- The processing and investigation of complaints commence within 2 days of receipt.
- Resolution and submission of the report are to be completed 7 days.

IN CASE OF RAGGING

- In case of complaints related to ragging, these will be referred to the Anti-Ragging Committee for immediate investigation.

- Prima facie investigation will be conducted by the Anti-Ragging squad.
- The investigation report will be submitted to the Convener of Grievance & Redressal Cell for action within 24 hours.

IN CASE OF SEXUAL HARASSMENT

(Documented in Sexual Harassment File & Website for detailed procedures.)

- The matter will be referred to Anti-Sexual Harassment Committee/ Internal Committee (IC) within 24 hours for immediate action as per provisions of POSH ACT, 2013 and UGC Regulations 2015.
- A dedicated anti-sexual harassment box has been set up in the college.
- Regular sessions are conducted to acquaint the employees and the students with the provisions of POSH ACT 2013, and redressal mechanism available against sexual harassment therein.

This structured and timely approach ensures that grievances are addressed promptly and effectively, maintaining a fair and supportive environment for all.

i. Redressal within week

Yes, explained and documented in office record and college website.