

Grievance Redressal Cell

The Grievance Redressal Cell at Desh Bhagat College, Bardwal, is established to provide a fair and transparent mechanism for addressing and resolving grievances of students, faculty, and staff. Our aim is to ensure a harmonious and conducive learning environment by addressing issues promptly and effectively.

Objectives:

- To create a responsive and accountable atmosphere within the institution.
- To ensure the redressal of grievances with sensitivity and confidentiality.
- To promote a culture of open communication and trust.
- To prevent unfair practices and provide a platform for the aggrieved to express their concerns.

Functions:

- **Receiving Grievances:** Grievances can be submitted in writing or through the online grievance portal, ensuring ease of access for all stakeholders.
- **Review and Investigation:** Each grievance is reviewed thoroughly, and necessary investigations are conducted to understand the issue comprehensively.
- **Resolution:** Based on the investigation, appropriate actions are taken to resolve the grievance. The cell ensures that the resolution process is fair and timely.
- **Follow-Up:** Regular follow-ups are conducted to ensure that the grievance has been effectively resolved and to prevent recurrence.

Types of Grievances Addressed:

- Academic issues
- Examination-related grievances
- Infrastructure facility concerns
- Harassment and discrimination
- Any other issues affecting the academic or professional environment

Commitment to Fairness: The Grievance Redressal Cell is committed to upholding the principles of fairness, justice, and equality. We strive to maintain a supportive and respectful atmosphere, ensuring that every member of the college community feels heard and valued.

Constitution and Working of the Grievance Redressal Cell

Constitution:

The Grievance Redressal Cell is constituted to ensure a structured and systematic approach to addressing grievances within the college. The cell comprises the following members:

1. **Chairperson:** The Principal of the college serves as the chairperson, providing overall guidance and ensuring impartiality in the grievance redressal process.
2. **Coordinator:** A senior faculty member is appointed as the coordinator to manage the day-to-day operations of the cell and act as a liaison between the students/staff and the cell.
3. **Members:**
 - Two faculty members representing different departments
 - One student representative
 - One external member (optional) with experience in legal or counseling services

Working:

The Grievance Redressal Cell operates based on a well-defined process to ensure transparency and effectiveness:

1. **Submission of Grievance:**
 - Grievances can be submitted in writing to the cell's office.
 - The submission should include details of the grievance, any supporting documents, and the contact information of the aggrieved party.
2. **Preliminary Review:**
 - The cell conducts a preliminary review to understand the nature and scope of the grievance.

- If the grievance falls outside the cell's purview, the complainant is informed, and the grievance is redirected to the appropriate authority.

3. Investigation:

- A thorough investigation is conducted, involving interviews with the concerned parties, examination of relevant documents, and gathering of necessary evidence.
- The cell ensures confidentiality and impartiality throughout the investigation process.

4. Resolution:

- Based on the findings, the cell proposes a resolution or recommends actions to address the grievance.
- The resolution is communicated to the complainant and other involved parties.

5. Follow-Up:

- Regular follow-ups are conducted to ensure the grievance has been effectively resolved and to monitor the implementation of the proposed actions.
- Feedback is collected from the complainant to assess satisfaction with the resolution.

6. Documentation:

- All grievances, investigations, and resolutions are documented and maintained in a confidential manner.
- Periodic reports are prepared and reviewed to identify patterns and improve the grievance redressal process.

Grievance Redressal Cell Committee

Members	Designation	Contact No.
Dr. (Maj.) Balbir Singh	Chairperson	9888072096
Dr. Dalwinder Kaur	Coordinator	9779680073
Dr. Jaspal Singh	Member	9988545440
Dr. Gurmit Kaur	Member	9876173883
Dr. Harjinder Kaur	Member	8837551908
Dr. Gurpreet Singh	Member	6283917181
Dr. Amrit Singh	Member	9417260945
Asst. Prof. Taranjit Kaur	Member	6284229911
Asst. Prof. Karamveer Kaur	Member	9780999088