



Grievance Redressal Committee
Government Degree College
Valloolarnoo Anantnag



Students Grievance Redressal Policy

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Background:

Government Degree college Vailoo Larnoo placed in the picturesque valley is committed to provide a positive culture and system, where students are treated fairly with dignity and respect. However, the college recognizes that sometimes concerns and issues occur that need to be resolved to strengthen the positive culture, ensuring thereby a healthy relationship of students with different stakeholders of the College. In such a situation, the college administration appreciates the students who come up with complaints/grievances. Grievance refers to a student's dissatisfaction with respect to any aspect of the Colleges activities and services.

Objective of the grievance Policy:

The main objectives of a grievance Redressal cell are:

1. To address and resolve complaints or concerns raised by students of the college in a fair, timely, and efficient manner.
2. To maintain cordial relationship among all the stake holders of the College.
3. To ensure transparency and accountability in the process.
4. To instil a sense of responsibility among the students.
5. To encourage the students to raise their voices against any immoral, illegal and unjust and unfair practices.
6. To make them responsible and conscious citizens of the state.

What Constitutes Grievance?

As notified in University Grants Commission (Redressal of Grievances of Students) regulations, 2023 "Grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following,

- i. Admission contrary to merit determined in accordance with the declared admission policy of the College;
- ii. Irregularity in the process under the declared admission policy of the College;
- iii. Refusal to admit in accordance with the declared admission policy of the College;
- iv. non-publication of a prospectus by the College, in accordance with the provisions of University Grants Commission (Redressal of Grievances of Students) Regulations, 2023;
- v. publication by the College of any information in the prospectus, which is false or misleading, and not based on facts;





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- vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in the College, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- vii. demand of money in excess of that specified to be charged in the declared admission policy of the College;
- viii. violation, by the College, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- ix. non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of the College, or under the conditions, if any, prescribed by the Commission;
- x. failure by the College to provide student amenities as set out in the prospectus, or is required to be extended by the College under any provisions of law for the time being in force;
- xi. non-transparent or unfair practices adopted by the College for the evaluation of students;
- xii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time;
- xiii. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
- xiv. denial of quality education as promised at the time of admission or required to be provided;
- xv. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;
- xvi. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the College; and
- xvii. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.





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Procedure:

The College has a transparent mechanism for timely Redressal of grievances including sexual harassment and ragging cases. Any individual who is a bonafide student of Government Degree College, Vailoo Larnoo may submit their grievances, if any, by following means;

1. Submission of Grievance forms issued by the College Grievance Cell.
2. In the suggestion box/complaint box installed at different locations within the College Campus.
3. By uploading on the website of grievance Redressal cell.
4. Through email.
5. An application addressed to the principal of the College.

Procedure for Redressal of Grievances by Grievance Redressal Committee:

On receiving the complaint, the Student Grievance Redressal Committee shall take necessary action within reasonable time.

- i. The Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- ii. An aggrieved student may appear either in person or authorize a representative to present the case.
- iii. The Grievance Redressal committee shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student.
- iv. Any student aggrieved by the decision of the Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.
- v. Grievances not resolved by the Grievance Redressal Committee may be referred to the Ombudsperson.
- vi. The College shall extend co-operation to the Ombudsperson or the Grievance Redressal Committee(s), for early Redressal of grievances.
- vii. The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.





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- viii. The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- ix. The institution shall comply with the recommendations of the Ombudsperson.
- x. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

Documentation of Grievances:

The college keeps all the proceedings and the information of grievances as confidential and these can be viewed only by the members of Student Grievance Redressal Committee, for the purpose of investigation. In order to maintain the records of grievances the Student Grievance Redressal Committee maintains a grievance register under the supervision of Chairperson of grievance Redressal Committee. The register is treated as confidential

Steps Taken by Grievance Redressal Committee to Make Environment Conducive for Students:

Government degree college Vailoo Larnoo is in its infancy and students of the College come from far flung areas with little or no exposure of the outside world. Keeping these points in consideration, the College Grievance Cell take following steps not only to encourage the students to come forward with their problems but at the same time to resolve the grievances;

1. To make the students understand of the Policies and Guidelines.
2. The College Grievance Cell organises various awareness programmes to familiarize the students with their rights, duties and responsibilities and also the available support system and services.
3. Regular programmes are being organised in order to bridge the gap between the faculty, administration, and students in order to encourage the dialogue to address concerns before they escalate.
4. Mentorship Programs are also being organised to provide students with guidance and support, helping them navigate challenges effectively.
5. All the members of the grievance Committee keep a constant vigil promoting an environment of resolving issues before they become grievances.
6. A culture of Feedback Mechanisms has been developed in the college to measure student satisfaction, identify potential concerns, and make necessary adjustments.





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7. Counselling sessions and academic assistance is being organised to address various aspects of student well-being.
8. The college is committed to fair and transparent evaluation practices, reducing sources of dissatisfaction related to grading and academic assessments.
9. The college follows the culture of including student representatives in decision-making processes to ensure their approaches are considered in college policies and changes.
10. The college demonstrates the ethical leadership by fostering a culture of fairness, respect, and accountability throughout the institution.

Composition of Grievance Redressal committee

S No	Name	Designation	Position
1.	Dr Nasser Hussain Shah	Principal	Chairperson
2.	Firdose Ahmad Mir	Assistant Professor	Convenor
3.	Marifat Akhter	Assistant Professor	Co Convenor
4.	Mr Rouf Ahmad Bhat		Member
5.	Arshad Majid Rather	Assistant Professor	Member
6.	Seerat Batool	Lecturer	Member
7.	Aasiya Jan	Lecturer	Member
8.	Ghulam Qadir Mir	Ex- TSO	External Member
9.	Owais Nazir Deka	Student	Member
10.	Masrat Mohiuddin	Student	Member





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