

Kalka Institute for Research and Advanced Studies, Alaknanda, New Delhi-110019

Grievance Redressal Policy

The College has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to Grievance Redressal Committee or Principal.

Objective:-

The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain the healthy educational atmosphere in the institute.

A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student teacher relationship etc.

Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.

Suggestion / complaint Box have been installed in the Institute, in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.

Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.

Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

Ragging in any form is strictly prohibited in the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

Scope:-

The Committee deals with Grievances received in writing from the students about any of the following matters:-

Academic Matters: Related to timely issue of Mark-sheets, Provisional Certificates, Character Certificates or other examination related matters.

Financial Matters: Related to dues and payments for various items from library, accounts etc,

Other Matters: Related to certain misgivings about conditions of sanitation, canteen, administration etc.,

Functions:-

The cases are attended promptly on receipt of written grievances from the students.

The Committee formally meets to review all cases, prepares a statistical reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure:-

The setting of the Grievance Redressal Committee for students will be widely published.

The students may feel free to put up a grievance in writing and drop it in boxes placed in the Institute.

The GRC will act upon those cases which have been forwarded along with the necessary documents.

The GRC will take up only those matters which have not been solved by the different departments.

The Committee is requested to Contribute effectively to dispose the grievances at the earliest. The Committee will meet, with the information to the complainant on their day of Convenience. An aggrieved Student or Parent may appear in person to present his/her case.

Exclusions:-

The Grievance Redressal Committee shall not entertain the following issues:

Decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the University.

Decisions with regard to award of scholarship, fee concessions, medals, etc.

Decisions made by the University with regard to disciplinary matters and misconduct.

Decisions of the University about admissions in any courses offered by the Institute.

Decisions by competent authority on assessment and examination result.

Establishment of a Grievance Redressal Committee:-

In order to comply with the Regulation for addressing, student or Parent's grievance in a Institution, "Grievance Redressal Committee" of KIRAS has been constituted with following Staff in different positions to enquire the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same.

Student Grievance Redressal Committee **(Reconstituted on 22/07/2019)**

S. No.	Name	Designation	Position in GRC	Contact No. and E-mail-Id
1	Mr. Anil Mehrotra	Chairman	Chairman	011-41563733, 26274952 kalkagroup.delhi @yahoo.com
2	Dr. Mukesh Kumar	Principal	Member Secretary in General	
3	Dr. Shubham Saxena	Director	Member Secretary in Women's	
4	Dr. Rajeev Kumar	HOD	Member	
5	Dr. K. K. Munshi	Sr. Assistant Professor	Member	
6	Mr. Arun Kumar Uttam	Sr. Assistant Professor	Member	
7	Ms. Aditi	B.Ed. 2 nd Year Student	Student Coordinator	
8	Mr. Vikash Jha	BCA 3 rd Year Student	Student Coordinator	

Students' Grievance Redressal Cell Notice

Date & Day: 25/07/2019 (Friday)

Venue: Principal Office, Second Floor

Agenda of Meeting:

1. Address of the meeting by the Chairman
2. Minutes of the previous meeting read by the Member Secretary in General.
3. Servicing/Cleaning of the water filters/coolers before commencement of the new session.
4. All light and fans should be serviced before commencement of the new session.
5. Any other Agenda, if leftout, will be discussed with the permission of the chairman.

Minutes of the Meeting

Meeting : Grievance Redressal Committee
Date & Day : 03/08/2019 (Saturday) **Time:** 2:00 p.m.
Location : Principal Office, Second Floor
Chairman : Mr. Anil Mehrotra
Secretary : Dr. Mukesh Kumar
In Attendance : Dr. Shubham Saxena, Dr. Rajeev Kumar, Dr. K. K. Munshi,
Mr. Arun Kumar Uttam, Ms. Aditi (Student, BEd), Mr. Vikash Jha
(Student BCA)

- Mr. Anil Mehrotra (Chairman) welcomed all the members and appreciated their performance in the Student Grievance Redressal.
- The Member Secretary in General read out the previous minutes of meeting with the permission of the Chairman.
- The current agenda was read by Member Secretary in General with the permission of the Chairman.

1. Review of Previous Meeting:

In previous meeting dated 23/03/2019, Student's Grievance Redressal Committee observed the parking problem faced by our students. It was resolved with the help of local authorities.

In addition to this Dr. K. K. Munshi, Counselor, inform the various aspects related to stress and strain of examinations to be conducted in near future were resolved.

2. Review of Agenda:

- Dr. K.K. Munshi has been instructed to liaison with the supervisor for the issues related to water cooler/filter and Electrician to monitor the servicing of the electric items, like fans, lights etc.
- There is no further agenda to discuss.

3. Status of Upcoming Meeting: 19/10/2019

4. **Vote of thanks** by the Member Secretary in General.

Grievance Redressal Committee

Mr. Anil Mehrotra

Dr. Mukesh Kumar

Dr. Shubham Saxena

Dr. Rajeev Kumar

Dr. K.K. Munshi

Mr. Arun Kumar Uttam

Ms. Aditi (Student BEd)

Mr. Vikash Jha (Student BCA)

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