

GRIEVANCE REDRESSAL COMMITTEE

The Grievance Redressal Committee is constituted in the college according to the UGC Grievance Redressal Regulations, 2012 to provide a safe, secure, healthy and supportive environment for the students. This committee shall address grievances related to academics, administration and infrastructure. The following are the members of the Grievance Redressal Committee approved for the academic year 2024–2025.

Members of the Grievance Redressal Committee (Academic Year 2024–2025)

Teaching Member	Non-Teaching Member
1. IQAC Coordinator – Dr. Bindiya Lakhani 2. Coordinator – Gunjan Malik	1. Bhim Singh

Objectives

- To provide an environment where grievances are expressed without fear or victimization.
- To maintain a clear, well-defined and structured process of grievance redressal.
- To stipulate the roles and responsibilities of grievance redressal committee.
- To ensure a fair and speedy redressal of grievances.
- To provide a platform for students, faculty, and staff to express their grievances related to academics, administration, and infrastructure.
- To ensure a fair and transparent mechanism for resolving grievances promptly.
- To uphold the principles of natural justice and human rights while addressing complaints.
- To maintain a conducive and harmonious atmosphere within the college by promptly addressing concerns and issues.
- To enhance the overall satisfaction and well-being of the college community by addressing their grievances.

Grievance Redressal Mechanism

The grievance redressal mechanism is governed by the Grievance Redressal Policy of Aravali College of Advanced Studies in Education. It is formulated according to UGC Grievance Redressal Regulations, 2012. The mechanism entails:

Ø In case of individual grievance, an aggrieved student shall present his/her grievance only in writing, to the Grievance Redressal Committee. The prescribed Grievance Redressal Form has to be used by the aggrieved to express the grievance. The form may be submitted to any member of the Grievance Redressal Committee/Head of the Department or may be dropped in the suggestion box.

Ø The matter shall be taken for discussion by the committee in its scheduled meeting.

Ø If the matter requires urgent attention, the co-ordinator shall inform the chairman and convene a meeting of the committee within 2 days from the receipt of the grievance form.

Ø Based on the decision taken by the committee, the aggrieved has to be informed and action to be taken.

Ø The complainant should be informed of the decision of the committee/action taken.

Ø If unsatisfied with the decision, the aggrieved student can re-appeal to the Head of the Institution within 10 days.

Ø A special meeting may be convened in case the follow-up is required. The proceedings have to be recorded by the secretary of the committee.

Actions Taken Report: 2024–25

- The grievance redressal committee has taken a number of actions to address the grievances during the 2024–25 session.
- The issue of mud accumulation and waterlogging outside the college main gate was addressed and resolved.
- The water supply in the washroom for boys and girls is checked frequently.
- Regular cleaning of the girls' toilet on college campus ensured hygienic conditions.