



DELHI COLLEGE OF VOCATIONAL STUDIES & RESEARCH

JAI VIHAR, BAPROLA, NEW DELHI-110043

STUDENTS GRIEVANCE **REDRESSAL CELL**

MEANING OF GRIEVANCE:-

According to J.M. Jucius, “A grievance is any discontent or dissatisfaction whether expressed or not, whether valid or not, arising out of anything connected with the company which an employee thinks, believes or even feels to be unfair, unjust or inequitable”.

Grievance is any type of problem, concern, dispute/ complaint or suggestions related to academics or the environment in the institutional area.

MEANING OF GRIEVANCE CELL :-

The Grievance Redressal Cell (GRC) **aims to look into the complaints lodged by any student and redress it as per requirement.** The students can state their grievance regarding any academic and non- academic matter within the campus through the online and grievance/ suggestion box.

OBJECTIVES OF GRIEVANCE CELL:-

- To encourage the students to express their problems / grievances frankly and freely and without any fear of being victimized.
- The main objective of the Grievance Redressed cell is to develop a responsible and receptive attitude among all the stakeholders so that a harmonious educational atmosphere is maintained in the institute.
- To identify systemic flaws in the design and administration of various departments and to seek solutions thereon.
- To institute a monitoring mechanism to oversee the smooth functioning of the College.

TYPES OF GRIEVANCE

- General complaints about student's facilities.
- Academic related complaints
- Behavioral and gender issues
- Sexual Harassment
- Complaints about general cleanliness

MACHANISM OF REDRESSED

• The student /staff concerned can file the complaint personally, through teachers, through suggestion box or through e-mail.	• Grievance are classified, analysed and appropriate solution is given. If not solved at this level the problem is taken up with the Principal.	• Action taken is communicated to the student / staff concerned
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How to complaint with the cell

1. Personally
2. Through Suggestion box
3. Through e-mail
4. Through phone

STUDENTS GRIEVANCE REDRESSAL CELL

S.NO	Name	Designation	Contact Details
1.	Ms. Anita	Principal	9717139186
2.	Ms. Anuradha	Asitt. Professor	9818353438
3.	Ms. Shikha	Asitt. Professor cum councilor	9306232800
4.	Mr. Sachin Bhardwaj	M.E.P.H. foundation NGO	8700282958
5.	Deepanshu	D.El.Ed 2 nd year student	9717401353
6.	Priyanka	D.El.Ed 2 nd year student	7042398670
7	Mr. Susheel	Office superintendent	9711228724

❖ Mail id online complain dcvs98@gmail.com