



GOVERNMENT OF WEST BENGAL
OFFICE OF THE PRINCIPAL
Maulana Azad College

8, RAFI AHMED KIDWAI ROAD, KOLKATA 700013, INDIA

Phone: 033 2249-3737/2226-7814 e-mail: maulanaazadcollegekolkata@gmail.com

Website: <https://maulanaazadcollegekolkata.ac.in>



Policy Document on Disciplinary and Grievance Redressal Cell for Maulana Azad College as per UGC (Grievance Redressal) Regulation 2023.

L. Introduction:

Maulana Azad College recognizes the importance of providing a conducive and fair environment for all its stakeholders, including students (already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.), faculty, and staff. We believe in fostering a culture of transparency, accountability, and mutual respect within our institution. As part of our commitment to promoting a positive learning and working environment, we hereby establish the Disciplinary and Grievance Redressal Cell (DGRC) to address any grievances or complaints that may arise. This cell constitutes as per UGC (Grievance Redressal) Regulation 2023.

a) "Grievance" pertains to any dissatisfaction or disagreement expressed by an employee regarding any aspect of the college's activities and services, including interactions with other employees or individuals.

b) "Employee or Person" refers to a member of the academic staff, an officer, or a non-teaching staff who is officially associated with the college.

c) "aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.

d) "grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely (as per regulation 2019):

i. admission contrary to merit determined in accordance with the declared admission policy of the institution;

ii. irregularity in the process under the declared admission policy of the institution;

iii. refusal to admit in accordance with the declared admission policy of the institution;

iv. non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;

v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;

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 such institution, 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 institution;

viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;


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- ix. non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
- x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
- xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
- xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
- xiii. 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;
- xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
- xv. denial of quality education as promised at the time of admission or required to be provided;
- xvi. 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;
- xvii. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
- xviii. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.

Purpose:

The Grievance Redressal Cell serves as a mechanism for addressing grievances and complaints from students, faculty, and staff of Maulana Azad College timely and fairly. The primary objectives of the DGRC are as follows:

- a) To provide a platform for individuals to voice their concerns and grievances in a confidential and impartial manner.
- b) To facilitate the resolution of grievances through fair and transparent procedures.
- c) To promote a culture of open communication, trust, and accountability within the college community.
- d) To ensure that all grievances are addressed promptly and effectively, thereby enhancing the overall satisfaction and well-being of stakeholders.


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M. Scope:

The Grievance Redressal Cell shall entertain grievances related to the following areas:

- 9) Academic matters, including issues related to examinations, evaluation, and teaching-learning processes.
- 10) Administrative matters, such as admission procedures, fee payments, and facilities/services provided by the college.
- 11) Harassment, discrimination, or any form of misconduct that violates the college's code of conduct and policies.
- 12) Any other grievances or complaints deemed appropriate by the GRC, provided they fall within the purview of the college's jurisdiction.

N. Composition of the Grievance Redressal Cell:

- a) A Professor - Chairperson
- b) Four Professors/Senior Faculty Members of the Institution as Members.
- c) A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.
- (iii) Atleast one member or the Chairperson shall be a woman and at least one member or the Chairperson shall be from SC/ST/OBC category.
- (iv) The term of the chairperson and members shall be for a period of two years.
- (v) The term of the special invitee shall be one year.
- (vi) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (vii) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (viii) The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- (ix) Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

E. Functions and Responsibilities:

Receive grievances or complaints submitted by stakeholders through designated channels, such as an online portal, email, or physical complaint boxes.

Maintain confidentiality and ensure the privacy of individuals involved in grievance proceedings.


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Conduct thorough and impartial investigations into each grievance, seeking relevant information and evidence from all parties involved.

Provide an opportunity for the aggrieved party to present their case and be heard in a fair and respectful manner.

Mediate discussions between the aggrieved party and the relevant authorities or individuals to seek amicable solutions whenever possible.

Render decisions or recommendations based on the findings of the investigation and in accordance with the college's policies and regulations.

Communicate the outcome of grievance proceedings to the concerned parties in a timely and transparent manner.

Maintain comprehensive records of all grievances received, including details of the complaints, actions taken, and resolutions achieved.

Monitor the implementation of decisions or recommendations made by the GRC and follow up on any outstanding issues as necessary.

Periodically review and evaluate the effectiveness of the grievance redressal mechanisms and recommend improvements or changes as deemed appropriate.

F. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY STUDENT GRIEVANCE REDRESSAL COMMITTEES:

(i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.

(ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate

Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.

(iii) 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.

(iv) An aggrieved student may appear either in person or authorize a representative to present the case.

(v) Grievances not resolved by the University Student Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period provided in these regulations.

(vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), as the case may be, in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the Commission, which shall take action in accordance with the provisions of these regulations.


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(vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons there for, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.

(viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the institution shall place it for general information on its website.

(ix) The institution shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the Commission any failure on the part of the institution to comply with the recommendations.

(x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

Confidentiality and non-retaliation:

All members of the Grievance Redressal Cell shall maintain strict confidentiality regarding the grievances received and the proceedings conducted thereof.

Any attempt to intimidate, harass, or retaliate against individuals lodging complaints or participating in grievance proceedings shall be considered a serious violation of college policies and may result in disciplinary action.

G. Review and Amendment:

This policy document shall be subject to periodic review and amendment as necessary to ensure its effectiveness and relevance in addressing grievances within the college community. Any proposed changes to this policy shall be approved by the appropriate authorities before implementation.

H. Conclusion:

The Grievance Redressal Cell of Maulana Azad College is committed to upholding the principles of fairness, impartiality, and transparency in addressing grievances and promoting a harmonious learning and working environment for all stakeholders. We encourage all members of the college community to utilize the services of the GRC in resolving any issues or concerns they may encounter.


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**Policy Document on Grievance Redressal Cell for Maulana Azad College as per UGC
(Grievance Redressal) Regulation 2019**

I. Introduction:

Maulana Azad College recognizes the importance of providing a conducive and fair environment for all its stakeholders, including students, faculty, and staff. We believe in fostering a culture of transparency, accountability, and mutual respect within our institution. As part of our commitment to promoting a positive learning and working environment, we hereby establish the Grievance Redressal Cell (GRC) to address any grievances or complaints that may arise. This cell constitutes as per UGC (Grievance Redressal) Regulation 2019.

a) "Grievance" pertains to any dissatisfaction or disagreement expressed by an employee regarding any aspect of the college's activities and services, including interactions with other employees or individuals.

b) "Employee or Person" refers to a member of the academic staff, an officer, or a non-teaching staff who is officially associated with the college.

c) "aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.

d) "grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely (as per regulation 2019):

i. admission contrary to merit determined in accordance with the declared admission policy of the institution;

ii. irregularity in the process under the declared admission policy of the institution;

iii. refusal to admit in accordance with the declared admission policy of the institution;

iv. non-publication of prospectus by the institution, in accordance with the provisions of these regulations;

v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;

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 such institution, 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


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intend to pursue;

vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;

viii. violation, by the institution, of any law for the time being in force in regard to reservation

of seats in admission to different category of students;

ix. nonpayment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;

x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;

xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;

xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;

xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within

the time mentioned in the prospectus, or as may be notified by the Commission;

xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled

Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;

xv. denial of quality education as promised at the time of admission or required to be provided; and

xvi. 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.

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Purpose:

The Grievance Redressal Cell serves as a mechanism for addressing grievances and complaints from students, faculty, and staff of Maulana Azad College timely and fairly. The primary objectives of the DGRC are as follows:

- a) To provide a platform for individuals to voice their concerns and grievances in a confidential and impartial manner.
- b) To facilitate the resolution of grievances through fair and transparent procedures.
- c) To promote a culture of open communication, trust, and accountability within the college community.
- d) To ensure that all grievances are addressed promptly and effectively, thereby enhancing the overall satisfaction and well-being of stakeholders.

J. Scope:

The Grievance Redressal Cell shall entertain grievances related to the following areas:

- 5) Academic matters, including issues related to examinations, evaluation, and teaching-learning processes.
- 6) Administrative matters, such as admission procedures, fee payments, and facilities/services provided by the college.
- 7) Harassment, discrimination, or any form of misconduct that violates the college's code of conduct and policies.
- 8) Any other grievances or complaints deemed appropriate by the GRC, provided they fall within the purview of the college's jurisdiction.

K. Composition of the Grievance Redressal Cell:

The Disciplinary and Grievance Redressal Cell shall consist of the following members:

A complaint from an aggrieved student relating to a college shall be addressed to the Collegiate Student Grievance Redressal Committee (CSGRC), with the following composition, namely:

- a) Principal of the college – Chairperson;
- b) Three senior members of the teaching faculty to be nominated by the Principal – Members;
- c) A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in cocurricular activities – Special Invitee.


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- (ii) The term of the members and the special invitee shall be two years.
- (iii) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.

A. Functions and Responsibilities:

Receive grievances or complaints submitted by stakeholders through designated channels, such as an online portal, email, or physical complaint boxes.

Maintain confidentiality and ensure the privacy of individuals involved in grievance proceedings.

Conduct thorough and impartial investigations into each grievance, seeking relevant information and evidence from all parties involved.

Provide an opportunity for the aggrieved party to present their case and be heard in a fair and respectful manner.

Mediate discussions between the aggrieved party and the relevant authorities or individuals to seek amicable solutions whenever possible.

Render decisions or recommendations based on the findings of the investigation and in accordance with the college's policies and regulations.

Communicate the outcome of grievance proceedings to the concerned parties in a timely and transparent manner.

Maintain comprehensive records of all grievances received, including details of the complaints, actions taken, and resolutions achieved.

Monitor the implementation of decisions or recommendations made by the GRC and follow up on any outstanding issues as necessary.

Periodically review and evaluate the effectiveness of the grievance redressal mechanisms and recommend improvements or changes as deemed appropriate.

**B. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY STUDENT
GRIEVANCE REDRESSAL COMMITTEES:**

(i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.

(ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate

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- (iii) 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.
- (iv) An aggrieved student may appear either in person or authorize a representative to present the case.
- (v) Grievances not resolved by the University Student Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period provided in these regulations.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), as the case may be, in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the Commission, which shall take action in accordance with the provisions of these regulations.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons there for, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the institution shall place it for general information on its website.
- (ix) The institution shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the Commission any failure on the part of the institution to comply with the recommendations.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

Confidentiality and non-retaliation:

All members of the Grievance Redressal Cell shall maintain strict confidentiality regarding the grievances received and the proceedings conducted thereof.

Any attempt to intimidate, harass, or retaliate against individuals lodging complaints or participating in grievance proceedings shall be considered a serious violation of college policies and may result in disciplinary action.

C. Review and Amendment:

This policy document shall be subject to periodic review and amendment as necessary to ensure its effectiveness and relevance in addressing grievances within the college community. Any proposed changes to this policy shall be approved by the appropriate authorities before implementation.

D. Conclusion:


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The Grievance Redressal Cell of Maulana Azad College is committed to upholding the principles of fairness, impartiality, and transparency in addressing grievances and promoting a harmonious learning and working environment for all stakeholders. We encourage all members of the college community to utilize the services of the GRC in resolving any issues or concerns they may encounter.

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**Policy Document on Grievance Redressal Cell for Maulana Azad College as per UGC
(Grievance Redressal Regulation 2013).**

A. Introduction:

Maulana Azad College recognizes the importance of providing a conducive and fair environment for all its stakeholders, including students, faculty, and staff. We believe in fostering a culture of transparency, accountability, and mutual respect within our institution. As part of our commitment to promoting a positive learning and working environment, we hereby establish the Disciplinary and Grievance Redressal Cell (DGRC) to address any grievances or complaints that may arise. This cell constitutes as per UGC (Grievance Redressal) Regulation 2013.

- a) "Grievance" pertains to any dissatisfaction or disagreement expressed by an employee regarding any aspect of the college's activities and services, including interactions with other employees or individuals.
- b) "Employee or Person" refers to a member of the academic staff, an officer, or a non-teaching staff who is officially associated with the college.
- c) "aggrieved student" means a student who has any complaint in the manners concerned with the grievances defined under these regulations, and includes a person seeking admission to any institution of higher education.

B. Purpose:

The Grievance Redressal Cell serves as a mechanism for addressing grievances and complaints from students, faculty, and staff of Maulana Azad College timely and fairly. The primary objectives of the DGRC are as follows:

- a) To provide a platform for individuals to voice their concerns and grievances in a confidential and impartial manner.
- b) To facilitate the resolution of grievances through fair and transparent procedures.
- c) To promote a culture of open communication, trust, and accountability within the college community.
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C. Scope

The Grievance Redressal Cell shall entertain grievances related to the following areas:

- 1) Academic matters, including issues related to examinations, evaluation, and teaching-learning processes.
- 2) Administrative matters, such as admission procedures, fee payments, and facilities/services provided by the college.
- 3) Harassment, discrimination, or any form of misconduct that violates the college's code of conduct and policies.
- 4) Any other grievances or complaints deemed appropriate by the DGRC, provided they fall within the purview of the college's jurisdiction.

"grievances" include the following complaints of the aggrieved students as per regulation 2013, namely:

- (i) making admission contrary to merit determined in accordance with the declared admission policy of the institute;
- (ii) irregularity in the admission process adopted by the institute;
- (iii) refusing admission in accordance with the declared admission policy of the institute,
- (iv) non publication of prospectus, as specified;
- (v) publishing any information in the prospectus, which is misleading, and not based on facts
- (vi) withhold or refuse to return any document in the form of certificates, document deposited with it by a person for the purpose of seeking admission in such institution, with a View to induce or compel such person to pay any fee or fees in respect of any course or program of study which such person does not intend to pursue;
- (vii) demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution;
- (viii) breach of the policy for reservation in admission as may be applicable,
- (ix) complaints, of alleged discrimination of students, from the Scheuled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories;
- (x) non-payment or delay in payment of scholarships to any student that such institution is committed, the conditions imposed by University Grants Commission, or by any other authority;
- xi) delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;


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- (xii) on provision of student amenities as may have been promised to be provided by the institution;
- (xiii) denial of quality education as promised at the time of admission or required to be provided;
- (xiv) non transparent and unfair evaluation practices;
- (xv) harassment and victimisation of students, including sexual harassment;

D. Composition of the Grievance Redressal Cell:

The Disciplinary and Grievance Redressal Cell shall consist of the following members:

Chairperson: A senior faculty member nominated by the college administration, preferably with experience in conflict resolution and interpersonal communication.

Members:

One faculty senior member from any department, nominated by the respective Heads of Department.

One student representative, nominated by the student body or elected through a democratic process.

One non-teaching staff member nominated by the college administration.

External Member: nominated by College authority.

E. Functions and Responsibilities:

Receive grievances or complaints submitted by stakeholders through designated channels, such as an online portal, email, or physical complaint boxes.

Maintain confidentiality and ensure the privacy of individuals involved in grievance proceedings.

Conduct thorough and impartial investigations into each grievance, seeking relevant information and evidence from all parties involved.

Provide an opportunity for the aggrieved party to present their case and be heard in a fair and respectful manner.

Mediate discussions between the aggrieved party and the relevant authorities or individuals to seek amicable solutions whenever possible.


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Render decisions or recommendations based on the findings of the investigation and in accordance with the college's policies and regulations.

Communicate the outcome of grievance proceedings to the concerned parties in a timely and transparent manner.

Maintain comprehensive records of all grievances received, including details of the complaints, actions taken, and resolutions achieved.

Monitor the implementation of decisions or recommendations made by the GRC and follow up on any outstanding issues as necessary.

Periodically review and evaluate the effectiveness of the grievance redressal mechanisms and recommend improvements or changes as deemed appropriate.

F. Procedure for Filing a Grievance:

The aggrieved party shall submit a written complaint outlining the nature of the grievance, along with any supporting documents or evidence, to the Grievance Redressal Cell.

Complaints may be submitted electronically through the college's official website or email address, or physically to the designated complaint boxes placed at strategic locations within the college premises.

Upon receipt of a complaint, the Grievance Redressal Cell shall acknowledge the same and initiate the necessary proceedings for its resolution.

The DGRC may conduct interviews, gather evidence, or seek clarification from relevant parties to facilitate the investigation process.

The aggrieved party shall be provided with an opportunity to present their case and provide additional information or testimony if required.


The DGRC shall endeavour to resolve grievances in a timely manner, keeping the parties informed of the progress and expected timelines for resolution.

Once a decision or recommendation is reached, the DGRC shall communicate the same to the aggrieved party and any other relevant stakeholders involved in the grievance.

There are **Appellate authorities** of grievance handling mechanisms.

Confidentiality and non-retaliation:

All members of the Grievance Redressal Cell shall maintain strict confidentiality regarding the grievances received and the proceedings conducted thereof.


Principal
Maulana Azad College, Kolkata
Govt. of West Bengal



GOVERNMENT OF WEST BENGAL
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Any attempt to intimidate, harass, or retaliate against individuals lodging complaints or participating in grievance proceedings shall be considered a serious violation of college policies and may result in disciplinary action.

G. Review and Amendment:

This policy document shall be subject to periodic review and amendment as necessary to ensure its effectiveness and relevance in addressing grievances within the college community. Any proposed changes to this policy shall be approved by the appropriate authorities before implementation.

H. Conclusion:

The Grievance Redressal Cell of Maulana Azad College is committed to upholding the principles of fairness, impartiality, and transparency in addressing grievances and promoting a harmonious learning and working environment for all stakeholders. We encourage all members of the college community to utilize the services of the DGRC in resolving any issues or concerns they may encounter.

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