

GRIEVANCE REDRESSAL POLICY

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1. DEFINITIONS AND OTHER TERMS

- 1) "College" GDC Beerwah means a Government aided institution runs as per rules prescribed by the Department of Higher Education, Government of Jammu and Kashmir (UT) in tune with the UGC guidelines.
- 2) "Students" means a person enrolled, or seeking admission to be enrolled in this institution.
- 3) "Employ" means a person working in college on permanent/Local Fund Employee/Temporary basis, appointed by the Government of Jammu and Kashmir under rules.
- 4) "Committee" Here it means the "Grievance Redressal Committee (hereafter GRC)" of the college.
- 5) "Recommendations" Verdict of the committee as per evidential & documentary proof in favor/against the individual/Individuals.
- 6) "Malafide Applicant/Act" An individual with plea, but with wrong intention to harass/contempt any individual/person or department via committee.
- 7) "Time Period" time bound bracket for the redressal of grievance, here is maximum period to frame recommendations for any case-three months. Excluding some higher administrative cases.
- 8) "College Administrative office" Office of the college were from committee retrieve all relevant/irrelevant information in latent and patent form related to case/grievance.
- 9) "Defamation" In this constitution of GRC, defamation means once wrong intentions or any malafide applicant due to lack of information, once proved malafide-act, it leads to defamation and summons punishment as per law without fear & favor the given applicant.
- 10) "Department" Here it means all the Departments/Subjects in the college for duty execution.

2. GRIEVANCE REDRESSAL COMMITTEE (GRC)

A complaint from an aggrieved student relating to the institution shall be addressed to the Convener, GRC:

- 1) Principal of the college – Chairperson; shall designate the constitution of the Convener & Co-convener of GRC.
- 2) Four senior members of the teaching faculty to be nominated, by the Principal/Convener as Members. Out of four, one member shall be female, and one from the SC/ST/OBC category.
- 3) A representative from students of the college to be nominated by the Principal/Convener based on academic merit/excellence in sports/performance in co-curricular activities as special invitee.
- 4) The term of the members and the special invitee shall be of two years.
- 5) The quorum for the meeting including the Principal/Convener, but excluding the special invitee, shall be three.
- 6) In considering the grievances before it, the GRC shall follow principles of natural justice.
- 7) The GRC shall send its report with recommendations, if any, to the concerned institution and a copy thereof to the aggrieved Student/Employ/Party within a period of 15 days from the date of receipt of the complaint.
- 8) Any Official/Student/Individual/Body/Agency/ Department/ aggrieved by the decision of the GRC may prefer an appeal, within a period of ten days from the date of receipt of such decision/recommendations.

3. SCOPE OF GRIEVANCE REDRESSAL COMMITTEE

- 1) The GRC shall consider grievances raised by aggrieved individuals means staff, student with relevant document.
- 2) The GRC shall not consider any grievance of general applicability or of collective nature-raised collectively by more than one employee, which is not in the domain of the institution.

4. PROCEDURE, PERIODICITY AND ATTENDANCE AT MEETINGS

- 1) The GRC will meet at least once in two months. However, if necessary, it may meet more frequently at the instance of the Principal/Convener or at the request of the other members to discuss the various issues received via grievances.
- 2) At least two members of the GRC with Convener & Co-convener shall be present in a meeting to conclude the case as per institutional and legal provisions.

- 3) If a member of the GRC is connected with the grievance of the aggrieved individual, the concerned member of the GRC shall not participate in the deliberations regarding that individual's case, which shall lead to the lingering of the matter & partiality in decision/verdict.
- 4) If the aggrieved person happens to be a member of the GRC, then he shall not participate in the deliberations as a member of the Committee, when his/her representation is being considered. For the said grievance his/her membership should be nullified for given case.
- 5) Provided further, If aggrieved/complainant happen to be existing Convener, grievance/complaint/case will receive Co-convener/Head of the institution for the logical procedure & conclusion of grievance/case via recommendations in a stipulated time frame of not more than fifteen days.

5. TERMS OF REFERENCE

- 1) The GRC shall consider all grievances submitted in writing by an individual employee/student regarding employment/academics, working conditions and any other alleged injustice done to an employee/student, while discharging his duties/receiving services at the institute level.
- 2) The GRC shall have access to all files confidential or otherwise relevant to the individual's grievances, without any hurdle by the college administration or office of the institution. Provided, Head of the institution shall provide all logistic and procedural relevant information to committee via his/her good office keeping integrated record and references, once in question.
- 3) The Committee shall study the petition and after looking into the relevant documents discuss with those concerned and submit its recommendations and report to the chair expeditiously as possible, but in any case, within three months of the date of petition/grievance.
- 4) In case of any difficulty, the GRC shall have discussion with the Head of the institution via Convener before a decision is finalized and given.
- 5) The Head of the institution, as far as possible, shall be guided by the advice of the Convener GRC, unless the recommendations of the Committee violate basic rules and norms of the institute.

- 6) The final settlement of any grievance shall be made within a reasonable period (normally not exceeding two months) after the recommendations are submitted to the Head of the institution by the GRC. Provided Also, if required in the rarest of rare cases may be forwarded to higher Ups for reference & record. Provided further, the IT-Department of the college shall update all the recommendations grievance-wise/case-wise on college website. Also, special icon must be framed by IT-Department on college website for timely references for different grievances at individual/departmental levels.

6. PROCEDURE FOR REDRESSAL OF GRIEVANCES

- 1) The aggrieved member shall submit his petition to the Head of the institution with a copy to the Nodal Officer/Convener of GRC, whatever feasible for applicant. If needed the Nodal Officer shall inform the matter to the Head of concerned department.
- 2) On receipt of a petition the GRC will endeavour to send its recommendation to the Head of the institution within one month if possible, but in any case, not beyond two months, for further action.
- 3) Where the petition comes through the Departmental Head he shall redress the grievance or forward it to the Convener grievance. The GRC shall look into the petition, discuss with the concerned person, refer to the relevant documents and send its recommendations to the Head of the institution for further action.
- 4) The entire record shall be the responsibility of the Convener of committee, if asked for at any instance & reference. Also, special cases copy can also be provided to college administrative office for records if required.
- 5) Provided further, any grievance not solved by the recommendations of the committee & Head of the institution discretion even, the said case shall be forwarded to higher offices of the department in hierarchy (viz: Director Colleges, Commissioner Secretary, LG JK UT). Verdict for such grievances will be finalized by these offices by putting the recommendations of GRC on hold.
- 6) Quantum of punishment can be prayed by the committee in its recommendations with imprisonment or fine, whatever suitable or bilabial punishment.
- 7) Room for defamation in decision, should be there in the constitution of the college GRC. If, any person (with wrong-intention) forwarded baseless grievance/case against any student/employ/department/office. The said applicant of the grievance should be


punished by relevant clauses of code of criminal procedure 1973 (punishment against the malafide individual shall be initiated by formal FIR). This last clause is added to the constitution of GRC, to save the legitimate time of the institution.

- 8) Finally, only such grievances/cases/complaints will be addressed by committee, in which the said committee will receive the grievances/cases/complaints in writing via proper receipt & date.

Committee Responsible: Grievance Redressal Committee

Contact Details: 01951275276

Email id: gdcbeerwah@gmail.com



PRINCIPAL

ANNEXURE – 1 LIST OF COMMITTEE MEMBERS

Grievance Redressal Committee	
Principal GDC Beerwah	Chairperson (Female representative)
Dr Firdous Ahmad Dar	Convener
Prof. zahoor Ahmad Shah	Co-Convener
Prof. Muhammad Hanief Sofi	Member Secretary
Dr. Mohd Hussain Dar	Member
Dr. Ali Mohammed Malla	Member
Prof. Bashir Ahmad Sheer Gojree	Member (Reserved Category)
Nowsheena Gulzar (5 th Sem.)	Student Representative
Qurat ul Ain (3 rd Sem.)	Student Representative