



## POLICY FOR GRIEVANCE REDRESSAL

### OBJECTIVES

- To identify queries, problems, concerns of stakeholders
- To channelize grievances to the appropriate forum
- To ensure that proper mechanism is followed for effective grievance redressal
- To adopt measures to minimize the possibility of future grievances, as an internal quality measure
- To see grievances as a form of indirect feedback and to work upon the same for the betterment of the institution
- To promote gender equity and foster a sense of social justice
- To provide safe spaces to stakeholders for a rich experience of College life
- To promote a sense of wellbeing amongst the stakeholders

### POLICY

#### ➤ Examination Related Grievances

- Examination related grievances are dealt with by the Examination Committee consisting of a team of members from teaching and non-teaching staff.
- In case of any exam related grievance, students are advised to check the Examination Section on the College website.
- In case of further information, students may contact A.O. Examination, administration, or the Nodal Officer (faculty member)
- For any information or grievance pertaining to the Open Book Exams, students may reach out at: [exam.obe@knc.du.ac.in](mailto:exam.obe@knc.du.ac.in)
- In case of internal assessment related grievances, the students or departments can contact their respective teachers, the Dealing Assistants looking after the IA for the respective year, or directly contact the Convenor, Internal Assessment Committee.
- The students or teachers may also share their grievances at: [iaknc2020@gmail.com](mailto:iaknc2020@gmail.com)

#### ➤ Admission Related Grievances

- The members of the Admission Committee are accessible through telephone, wats app and email to look into the concerns of applicants/students.
- Queries are handled and possible suggestions are offered, if required
- As admission is centralized, the Committee members respond to any grievances routed to them through the university's Central Admission Grievance Redressal Committee. The College has its own Grievance Redressal Committee Grievances for redressal may also be directly addressed to the College through email or telephonically. Some cases of grievances may also be directed to Dean, Students' Welfare for further action.
- Admission-related grievances usually pertain to errors in filling up the application form, problems with documents uploaded by students, miscalculation of the cut-off percentage, withdrawal, re-application, among others.
- All grievances are settled in compliance with the rules and regulations issued by the affiliating University
- All details pertaining to the Admission Committee are available on the College Website at: <https://www.knc.edu.in/document/Admission-Grievences.pdf>



➤ **Internal Complaints' Committee (ICC)**

- The college has an active Internal Complaints Committee (ICC) in accordance with directives under the UGC (Prevention, prohibition, and redressal of sexual harassment of woman employees and students in higher educational institutions) Regulations 2015 and notifications issued by the University of Delhi pertaining to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressed) Act, 2013.
- ICC has a robust redressal mechanism where a college member who intends to contact ICC, can send an email on: [InternalComplaintsCommitteeKNC@gmail.com](mailto:InternalComplaintsCommitteeKNC@gmail.com) or reach out to any of the members of ICC, directly (phone numbers provided on the College Website).
- The identity of the complainant is kept confidential.
- The Committee conducts elections for the representatives from third year, second year and first year, as members of ICC, under the guidelines by the UGC. The elections are held annually, through a secret ballot and under the strict supervision of the college authority.
- The students' representatives are guided to create awareness amongst students on the aims and scope of this act as well easy accessibility to ICC, through numerous ways.
- The Committee conducts workshops and discussions, organizes a classroom-to-classroom awareness campaign, coordinates student-based activities aimed at gender sensitization, engages members of non-teaching and teaching staff and ensures timely interventions.

➤ **Grievance Cell**

- The Grievance Cell aims to look into the complaints lodged by any stakeholder and redress it as per requirement.
- The students can state their grievances regarding any academic and non-academic matter within the campus through email at: [knc.grievancecell@gmail.com](mailto:knc.grievancecell@gmail.com)
- The students may also write to the Convenor or members of the Grievance Cell, whose contact information is displayed on the College website.
- The students also have access to the Feedback/ Grievances/Complaints Box placed in the College lobby area. The Principal directly receives the contents of the Box once a week, reviews each concern, and takes necessary action. Depending upon the matter, the various redressal mechanisms are mobilized, and the relevant committee/forum is contacted for further and necessary action.
- The Cell is constituted with a representation from both the members of the teaching and non-teaching staff.
- Upon receiving a complaint, the members deliberate upon the matter, and conduct meetings with the affected parties in order to resolve the issue at hand. The number of meetings depends upon the severity of the issue.
- The Minutes of the Meetings are duly maintained.

➤ **Proctorial Board**

- The Proctorial Committee of KNC has a transparent mechanism for timely redressal of students' complaints or concerns.
- The students may approach Proctorial Committee directly as well as through the teachers or the Class representatives for their complaints/concerns.



- Proctorial committee is also responsible for maintaining the code of conduct and discipline by the students.
  - In case of indiscipline the Proctorial committee may take a disciplinary action.
  - Any concern/ grievance whose redressal requires disciplinary action is directed to the Proctorial Committee for the necessary action.
  - The composition and contact of the members of Proctorial Board is displayed on the College Website at: <https://www.knc.edu.in/proctorialboard.php>
- **College Counsellor**
- The institution takes care of the mental health and well-being of its students, faculty, and administrative staff.
  - Any concerns related to the same have been addressed by the College Counsellor, Ms. Saniya Bedi, Counselling Psychologist & PhD Scholar.
  - The counselling sessions take place in the College premises two days a week i.e., Monday and Wednesday, two hours each day, i.e., 01:00 p.m. to 03:00 p.m.
  - During the period of the pandemic, the sessions were conducted online.
  - Every session is confidential and a report for each student is made and shared with the student.
  - In cases of emergencies, the head of the institution, i.e., the Principal is informed and necessary action is thereby taken.
- **Anti-Ragging Cell**
- The College abides by the UGC regulations on anti-ragging, and follows the policy of zero tolerance towards ragging.
  - For creating awareness on the same, the College noticeboards, website, the Handbook for Students and the College Prospectus highlight the zero tolerance policy towards ragging.
  - Grievance, if any, arising from ragging, is dealt with by the Anti-Ragging Cell of the College.
- **Scholarships, Freeships and Fee Concession Related Grievances**
- The Fee Concession and Scholarship Committee looks into any grievance pertaining to fee concession or the receipt of scholarships.
  - The policy for the same is uploaded on the College Website: <https://www.knc.edu.in/policies.php>
- **RTI**
- Any matter pertaining to RTI is governed by the Right to Information Act, 2005 of the Government of India.
  - The Appellate Authority is the Head of the Institution.
  - In order to respond to an RTI application, the Public Information Officer (PIO), namely the Administrative Officer seeks relevant information from the Deemed Public Information Officers (PIOs), namely Librarian, Section Officer (Admin), and Section Officer (Accounts) as required.
  - In case the applicant is not satisfied with the response, he/she can appeal to the Appellate authority for further redressal.
  - Additional information is available on the College Website: <https://www.knc.edu.in/rti.php>