

GRIEVANCE REDRESSAL COMMITTEE

1. PREAMBLE:

Dayananda Sagar University is committed to providing a safe, fair and harmonious learning and work environment. Grievance Redressal Cell was set up at Dayananda Sagar University in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) and Article XXV of the constitution and the commitment of Dayananda Sagar University for handling day-to-day grievances related to students, parents and staff members.

Grievance Redressal Committee facilitates the resolution of grievances in a fair and impartial manner involving the respective school, department, office (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Committee to submit his / her grievance in writing or send through e-mail on nodalofficer.grc@dsu.edu.in

2. OBJECTIVE AND FUNCTIONING OF THE CELL:

- a. To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders;
- b. To uphold the dignity of the University by promoting cordial student-student relationship, student-teacher relationship, teacher-teacher relationship;
- c. To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the University campuses;
- d. To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- e. To ensure that the views of each grievant and respondent are respected and that any party to grievance is neither discriminated against nor victimized;

- f. To advise stake holders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

3. COMPOSITION- MEMBERS OF THE CELL / CENTRE:

Sl.No.	Name	Role	Contact No.
1	Dr. V. Murugan	Chairman	9902992345
2	Dr. Punith Cariappa	Member	9448492983
3	Dr. Vaibhav Meshram	Member	7259108645
4	Dr. B.V.N. Ramakumar	Member	9448091238
5	UG-1/PG-student/Research scholar 1	Member	--

4. ACTIVITIES OF THE CELL:

- a. To provide with proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized;
- b. To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process;
- c. To analyze the merits of grievances and conduct formal hearings and investigation as the case may be
- d. To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines;
- e. To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues involved with the parties named in the grievance application;
- f. To ensure speedy disposal of every grievance application – within a maximum period of one month of the receipt of application;

5. CONTACT/CORRESPONCE PERSON WITH A EMAIL ID:

Dr. V. MURUGAN - nodalofficer.grc@dsu.edu.in
