



# रामलाल आनंद कॉलेज

दिल्ली विश्वविद्यालय  
बेनिटो हुआरेज़ रोड, नई दिल्ली-110021 ( इंडिया )

## Ram Lal Anand College

University of Delhi

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### Grievance Redressal Policy

**Objective:** Ram Lal Anand College Grievance Redressal Policy aims to create effective mechanisms for addressing grievances and complaints from all stakeholders within the college community. The committees are committed to conducting prompt and fair investigations while maintaining confidentiality as much as possible. Depending on the nature of the grievance, the resolution process may involve mediation, counselling, or other appropriate measures. Additionally, the college will conduct regular awareness programs and training sessions to educate the community about the grievance redressal procedures and the roles of the respective committees.

**Any student/Parent/staff will be able to submit grievance/complaint through the following means:**

- i. Filing an online complaint through the “Grievance and Complaints” Tab on homepage of college website: [www.rlacollege.edu.in](http://www.rlacollege.edu.in). The college website has specific online complaint forms for the following :
  - o General Grievances & Complaints
  - o Grievances & Complaints from SC/ST/OBC fraternity
  - o Grievances & Complaints regarding Ragging
  - o Grievances & Complaints against Sexual HarassmentGrievance/complaint through e-mail at [rlac.du@gmail.com](mailto:rlac.du@gmail.com)
- ii. Dropping written complaint in the college complaint box
- iii. Grievances may be submitted in writing to the respective committee Convener.
- iv. Student/ Parent/ staff may approach the principal in person.

The following committees will ensure fair and timely resolution of grievances:

#### 1. SC/ST/OBC Grievance Redressal Cell/ Promotion of Caste Based Discrimination Committee

**Objective:** This committee is responsible for addressing grievances related to discrimination or unfair treatment faced by students or staff belonging to Scheduled Castes (SC), Scheduled Tribes (ST), and Other Backward Classes (OBC). The committee will work towards ensuring equal opportunities and a conducive environment for these students.

#### Procedure:

- i. Students/ parent and staff can submit grievances in writing to the designated Grievance Redressal Convener.
- ii. The Grievance Redressal Convener shall initiate an inquiry within stipulated time and ensure confidentiality throughout the process.



- iii. The findings and recommendations of the inquiry will be communicated to the aggrieved party within a reasonable time frame.
- iv. Appropriate remedial action will be taken based on the recommendations.

## 2. **Grievance Committee for Non-Teaching Staff**

**Objective:** The Grievance Committee for Non-Teaching Staff will address concerns and complaints raised by the non-teaching staff members. This includes issues related to working conditions, professional development, and interpersonal conflicts. The committee will strive to foster a positive and harmonious work environment.

**Procedure:**

- i. Non-teaching staff members can submit their grievances in writing to the Grievance Committee.
- ii. The Committee will conduct a fair and impartial inquiry, ensuring all relevant parties are heard.
- iii. The findings and recommendations will be communicated to the aggrieved party, and necessary action will be taken within a reasonable time frame.

## 3. **Internal Complaint Committee**

**Objective:** To maintain and create an academic and work environment free of sexual harassment for all members of the university community, Delhi University adopted the Sexual Harassment of Woman at Workplace (Prevention, Prohibition and Redressal) Act, 2013 on "Sexual Harassment". In keeping with this, the college has a duly constituted Internal Complaints Committee against sexual harassment. The Committee will ensure to create an atmosphere promoting equality and gender justice in the college. Complaints against sexual harassment from any member of the college community are attended to by the committee.

**Procedure:**

- i. Complaints may be filed in writing with the Internal Complaint Committee.
- ii. Committee will conduct a thorough and unbiased inquiry, maintaining confidentiality throughout the process.
- iii. Based on the findings, appropriate action will be taken against the offender, and support will be provided to the complainant.

## 4. **Anti- Ragging cum Discipline Committee**

**Objective:** The Anti-Ragging cum Discipline Committee is responsible for preventing and addressing instances of ragging and indiscipline within the college. It will take strict actions against any form of ragging and promote a culture of mutual respect and camaraderie among students. Educational programs on the consequences of ragging will be organized to create awareness among students



**Procedure:**

- i. Any instance of ragging can be reported to the Anti-Ragging cum Discipline Committee.
- ii. The Committee will promptly investigate the complaint and take necessary disciplinary action against the perpetrators.

**5. College Committee for Prevention of Defacement of Property**

**Objective:** This committee focuses on preventing and addressing instances of defacement of college property. It will work towards creating awareness about the importance of maintaining the college premises and take necessary actions against those involved in any form of defacement.

**Procedure:**

- i. Any incidents of property defacement may be reported to the Committee.
- ii. The Committee will investigate and take necessary actions, including preventive measures and awareness programs.

**6. Admission Grievance Committee**

**Objective:** The objective of the Admission Grievance Committee is to provide a fair and transparent mechanism for addressing grievances related to the admission process of an institution. It aims to resolve issues or complaints raised by applicants or stakeholders regarding admission decisions, procedures, or any other relevant matters, ensuring equity and procedural correctness.

**Procedure:**

- i. Applicants or stakeholders must submit their grievance in writing to the Admission Grievance Committee.
- ii. Upon receipt of the grievance, the Committee conducts a preliminary review of the grievance to determine its validity and relevance to the admission process.
- iii. The Committee convenes a meeting to thoroughly examine the grievance, review all pertinent information, and discuss potential resolutions.
- iv. Based on the findings from the review and meeting, the Committee deliberates to reach a fair and impartial decision.
- v. The Committee communicates its decision to the applicant or stakeholder in writing.
- vi. After communicating the decision, the Committee ensures that any actions or remedies agreed upon are implemented promptly.

**7. Admission Grievance SC/ ST/ OBC/ PwD/ EWS Committee**

**Objective:** The objective of the Admission Grievance SC/ST/OBC/PwD/EWS Committee is to specifically address and resolve grievances related to admissions of candidates belonging

to Scheduled Castes (SC), Scheduled Tribes (ST), Other Backward Classes (OBC), Persons with Disabilities (PwD), and Economically Weaker Sections (EWS). The committee ensures that candidates from these categories are treated fairly, and any issues or concerns regarding their admission process are resolved promptly in accordance with applicable laws and guidelines.

**Procedure:**

- i. Candidates belonging to SC/ST/OBC/PwD/EWS categories submit their grievance in writing to the Admission Grievance Committee dedicated to their respective category.
- ii. Upon receipt of the grievance, the Committee conducts a preliminary review of the grievance to determine its validity and relevance.
- iii. The Committee convenes a meeting specifically focused on grievances from SC/ST/OBC/PwD/EWS candidates. During the meeting, members review the grievance in detail.

**8. Students Grievance Redressal Committee (as per Gazette of India notification No CG-DL-E-11042023/245095 dated April 11, 2023)**

**Objective:** The objective of the Students Grievance Redressal Committee is to provide a formal platform for students to voice their grievances and ensure prompt and fair resolution in an impartial manner. It aims to foster a positive campus environment, and maintain harmonious relations within the academic community.

**Procedure:**

- i. Students submit their grievance in writing to the Students Grievance Redressal Committee.
- ii. Upon receiving the grievance, the Committee conducts an initial review of the grievance to determine its validity and relevance.
- iii. The Committee convenes a meeting to thoroughly examine the grievance, review all provided information, and discuss potential resolutions.
- iv. The Committee communicates its decision to the student.

  
**Principal**

**प्राचार्य / Principal**  
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