



ACHARYA NARENDRA DEV COLLEGE UNIVERSITY OF DELHI

Mechanism of Grievance Redressal @ ANDC



The grievance redressal mechanism of Acharya Narendra Dev College is a comprehensive mechanism to ensure the health and safety of students and faculty. It provides a platform for all stakeholders to voice their grievances.

The Principal is responsible for overseeing the redressal of grievances and can be contacted directly. The following committees have been constituted by the College

1. Proctorial Committee is responsible for maintaining discipline in the college. The Committee also addresses the grievances of students. The committee is responsible for registering, documenting, and addressing grievances of students in a timely and appropriate manner. The mechanism consists of a Student Grievance Redressal Cell (SGRC) that is accessible to all students. The committee is headed by a senior faculty member who acts as the Proctor. He/She is assisted by faculty members. The committee takes into account all grievances that are submitted by students in written or verbal form. It then investigates the matter and takes necessary actions to address the grievances. The committee also ensures that proper records are maintained of the grievances and their outcomes. The Committee can take any action it deems fit based on the type of grievance and the gravity of the situation. These actions can include providing counselling services, mediation, and even disciplinary action.
2. The Internal Complaint Cell (ICC) is a body established by the College to address and resolve any complaints of sexual harassment within the organization. Its role is to ensure that the organization complies with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013. The ICC is responsible for ensuring that all complaints are promptly and effectively addressed, that complainants are supported throughout the process, and that appropriate action is taken against the perpetrator. The ICC also provides advice and guidance to all parties involved in the complaint.
3. The relationship between a student teacher and a mentor-mentee is one of mutual respect and guidance. Each student is assigned a teacher mentor who provides guidance, and addresses the grievances also. There is a committee for Mentorship and Counselling.
4. In addition, the College has the following cells where students can approach for their grievances
 - a. SC/ST cell
 - b. North East Cell
 - c. Equal Opportunity Cell

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