

Dayalbagh Educational institute
(Deemed to be University)
Dayalbagh, Agra – 282005

1.4.4 Process of redress of grievances

Three formal bodies have been constituted for redressal of grievances, as indicated below: -

- i) Students Grievance Committee, and
- ii) Grievance Redressal Committee for Harassment of Women at Workplace, and
- iii) Student Welfare and Disciplinary Committee.

The committees are for all the students and entire staff of the Institute. Any person feeling aggrieved or harassed on any account may address their grievances to the Convener of the appropriate Grievance Committee. It may be mentioned that the Institute has a well-established system to prevent/ resolve difficulties, for which staff members are sensitized and student class representatives are involved, hence resolution occurs at earliest stage when the emerging problems are comparatively very small. Lady teachers attend to girl students and male teachers attend to boy students in the class representation system. The system is working satisfactorily. Institute has the following special provisions as per UGC norms:-

- a. *Anti Ragging Cell*
- b. *Anti-discrimination Cell*
- c. *Gender Sensitization Cell*
- d. *Internal Complaints Committee for prevention of Sexual Harassment*
- e. *Barrier Free access in all places*

In addition to the above, there are avenues to address grievances:

- *Proctorial Committees*
- *Class Committees*
- *Online Grievance Portal*

<http://deigms.dei.ac.in:8080/GMS/login/loginMethod.htm>