



Student Grievance Mechanism

DME is committed to providing a fair and harmonious learning and work environment. Grievance Redressal Committee was set up at DME under the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) for handling day-to-day grievances related to employees, students, and parents. Grievance Redressal Cell facilitates the resolution of grievances fairly and impartially involving the respective School / Dept. / Office (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality. Any stakeholder with a genuine grievance may approach Grievance Redressal Committee to submit his/her grievance in writing or send it through e-mail to grievance@dme.ac.in and through Grievance Boxes placed at prime locations.

Objectives:

1. To ensure a fair, impartial, and consistent mechanism for the redressal of varied issues faced by the stakeholders.
2. To uphold the dignity of DME by promoting cordial Student-Student relationships, Student-teacher relationships.
3. To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the DME campus.
4. To ensure that grievances are resolved promptly, objectively, sensitively, and in complete confidentiality.



5. To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimised;

Functions:

1. To provide proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimised;
2. To analyse the merits of grievances and conduct formal hearings and investigation as the case may be
3. To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines;
4. To obtain the facts through relevant sources in a fair and objective manner
5. To ensure speedy disposal of every grievance application;

Grievance Redressal Committee Mechanism



