



D-CODE

GRIVANCE REDRESSAL POLICY (GRP)

2024

www.csjmu.ac.in
Kalyanpur, Kanpur, UP (India)

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About the University

Chhatrapati Shahu Ji Maharaj University Kanpur, a premier landmark of higher education in Uttar Pradesh is named after the great social reformer Chhatrapati Shahu Maharaj also known as Rajarshi Shahu. It is a well-established and respected educational community where students of all backgrounds study and work together in a congenial and encouraging academic atmosphere. The university is geared to provide maximum scholastic benefit to each individual student and nurture them to achieve their full potential and evolve as a responsible global citizen. Shahuji Maharaj was the first Maharaja of the princely state of Kolhapur. Greatly influenced by the contributions of social reformer Jyotiba Phule and the Satya Sodhak Samaj movement, Shahu Maharaj was an ideal leader and able ruler who was associated with many progressive and path breaking activities during his rule. He was born Yeshwantrao in the Ghatge family in Kagal village of the Kolhapur district as Yeshwantrao Ghatge to Jaisingrao and Radhabai in June 26, 1874. From his coronation in 1894 till his demise in 1922, he worked tirelessly for the cause of the lower caste subjects in his state. Primary education was made free to all regardless of caste and creed. He introduced a number of educational programs to promote education among his subjects. He established hostels separately for different ethnicities and religions and introduced several scholarships for meritorious students. He established Vedic Schools that enabled students from all castes and classes to learn the scriptures and propagate Sanskrit education among all. He also started special schools for the village heads or 'Patils' to make them into better administrators. Shahu Maharaj

issued orders to open schools and hostels for backward castes, which was a unique initiative to educate those who were traditionally neglected for centuries. He exhorted that “It is necessary to end casteism. It is a crime to support caste. Caste is the biggest obstacle in the progress of our society. Caste-based organizations have vested interests. Certainly, such organizations should use their power to end caste system, instead of strengthening them”. He established schools to educate the women, and introduced a law banning the Devadasi Pratha, the practice of offering girls to God, which essentially led to exploitation of the girls. He legalised widow remarriages in 1917 and made efforts towards stopping child marriages.

He introduced a number of projects that enabled his subjects to self-sustain in their chosen professions. The Shahu Chhatrapati Spinning and Weaving Mill, dedicated market places, establishment of co-operative societies for farmers were introduced by the Chhatrapati to alleviate his subjects from middle men in trading. He made credits available to farmers looking to buy equipment to modernise agricultural practices and even established the King Edward Agricultural Institute to teach the farmers to increase crop yield and related technologies. He initiated the Radhanagari Dam on February 18, 1907 and the project was completed in 1935. The dam stands testament to Chhatrapati Shahu’s vision towards the welfare of his subjects and made Kolhapur self-sufficient in water.

He was a great patron of art and culture and encouraged artists from music and fine arts. He supported writers and researchers in their endeavours. He installed gymnasiums and wrestling pitches and highlighted the importance of health consciousness among the youth.

His seminal contribution in social, political, educational, agricultural and cultural spheres earned him the title of Rajarshi, which was bestowed upon him by the Kurmi warrior community of Kanpur. The great social reformer Chhatrapati Shahuji Maharaj died on May 6, 1922.

Grievance Redress Mechanism (GRM)
of
Dronacharya Centre for Online and Distance Education
(D-CODE)

The Grievance Redress Mechanism (GRM) of Dronacharya Centre for Online and Distance Education (D-CODE) is designed to address the concerns and grievances of its students, faculty, staff, and other stakeholders in a fair, transparent, and timely manner. Below is an outline of the Grievance Redress Mechanism (GRM) implemented by D-CODE:

1. Policy Framework: D-CODE has developed a comprehensive Grievance Redress Policy (GRP) that outlines the procedures for lodging, processing, and resolving grievances. This policy is communicated to all stakeholders through various channels, including the D-CODE website, student handbook, and orientation sessions.

2. Designation of Grievance Redress Officers (GROs): Trained Grievance Redress Officers are appointed at various levels within D-CODE to handle grievances effectively. These officers are responsible for receiving, investigating, and resolving grievances in accordance with the Grievance Redress Policy (GRP).

3. Communication Channels: D-CODE provides multiple communication channels for stakeholders to lodge grievances, including:

- **Portal:** D-CODE has established a dedicated centralized online portal for lodging and resolving the grievances.

- **Email:** A dedicated email address is provided for submitting grievances electronically.
- **Online Forms:** An online grievance submission form is available on the D-CODE website.
- **Physical Complaint Boxes:** Complaint boxes are installed at D-CODE centers and regional offices for those who prefer to submit grievances in writing.

4. Grievance Redress Portal: D-CODE has established a centralized online portal where stakeholders can submit grievances, track the status of their complaints, and communicate with Grievance Redress Officers. The portal ensures transparency and accountability in the grievance redress process.

5. Transparent Process: The grievance redress process follows a transparent and standardized procedure, which includes:

- **Acknowledgment:** Upon receipt of a grievance, the GRO acknowledges the complaint within a specified timeframe.
- **Investigation:** The GRO conducts a thorough investigation into the grievance, gathering relevant information and evidence from all parties involved.
- **Resolution:** Based on the findings of the investigation, the GRO determines an appropriate course of action to resolve the grievance.
- **Communication of Outcome:** The GRO communicates the outcome of the grievance redress process to the complainant, providing a detailed explanation of the decision reached.

6. Confidentiality and Non-Retaliation: D-CODE ensures the confidentiality of grievances and protects the identity of the complainant to the extent possible. The institution prohibits any form of retaliation against individuals who raise grievances in good faith.

7. Appeal Mechanism: Stakeholders who are not satisfied with the outcome of the grievance redress process have the right to appeal to the next level of authority within D-CODE or to the higher authorities of the parent institution. The decision of the appellate authority is final and binding.

8. Documentation and Reporting: All grievances, investigations, and resolutions are documented and maintained in a confidential manner. Regular reports on grievance redress activities are prepared and reviewed by the management of D-CODE to ensure compliance with the Grievance Redress Policy (GRP).

9. Training and Awareness: All staff members and stakeholders involved in the delivery of distance education programs receive training and awareness sessions on the Grievance Redress Mechanism (GRM) to ensure their understanding and compliance with the policy.

10. Continuous Improvement: D-CODE regularly reviews and evaluates the effectiveness of its Grievance Redress Mechanism (GRM) to identify areas for improvement and make necessary adjustments to enhance the responsiveness and efficiency of the process.

11. Rights and responsibilities of learner: The rights and responsibilities of a learner shall be as under-

(i) The learner has right to complain regarding any aspect related to his or her learning path including programme quality, learning resources, learner support and guidance, teaching, learning and assessment.

(ii) The learner is entitled to approach the respective Learner Support Centres (for ODL programmes) for submitting his or her complaint. The learners of online mode may submit their complaint directly to the D-CODE and other higher authorities of parent institution. The complaint can be submitted individually or collectively by a group of learners.

(iii) The learner shall submit a formal complaint in a manner prescribed by the D-CODE regarding expression of dissatisfaction with a service provided or the lack of a service or the quality of a service. Such expression shall be correlated with what the learners were entitled to receive.

Grievance Redress Mechanism, D-CODE aims to create a supportive and conducive learning environment where stakeholders feel empowered to raise concerns and grievances, knowing that they will be addressed promptly and fairly.

Grievance Redressal Policy (GRP)
for
Dronacharya Centre for Online and Distance Education
(D-CODE)

1. Introduction

Dronacharya Centre for Online and Distance Education (D-CODE) is committed to providing a supportive and inclusive learning environment for all its students. As part of this commitment, D-CODE has established a Grievance Redressal Policy to address any concerns or grievances raised by students, faculty, staff, or other stakeholders. This policy aims to ensure transparency, fairness, and prompt resolution of grievances to maintain the integrity and effectiveness of our distance education programs.

2. Objectives

The objectives of the Grievance Redressal Policy are as follows:

- To provide a mechanism for students and stakeholders to raise concerns or grievances related to academic, administrative, or personal matters.
- To ensure that grievances are addressed promptly, impartially, and confidentially.
- To promote transparency and accountability in the resolution of grievances.
- To foster a culture of trust, respect, and continuous improvement within the D-CODE community.

3. Types of Grievances Covered

The Grievance Redressal Policy covers a wide range of grievances, including but not limited to:

- Academic matters: Issues related to course content, evaluation, examinations, and academic support services.
- Administrative issues: Problems with admission procedures, fee payment, registration, and documentation.
- Personal grievances: Complaints regarding harassment, discrimination, misconduct, or any form of unfair treatment.
- Infrastructure and facilities: Concerns regarding study materials, technology support, library facilities, and other resources provided by D-CODE.

4. Grievance Redressal Process

The Grievance Redressal Process consists of the following steps:

Step 1: Lodging a Grievance

Students and stakeholders are encouraged to submit grievances in writing using the designated grievance redress channels provided by D-CODE. Grievances can be lodged via portal, email, online forms, or physical complaint boxes located at D-CODE centres or regional offices.

Step 2: Acknowledgment and Review

Upon receipt of a grievance, the Grievance Redress Officer (GRO) or designated authority will acknowledge the receipt of the complaint within 24 hours. The GRO will then conduct a thorough review of the grievance to determine its validity and scope.

Step 3: Investigation

If necessary, the GRO will initiate an investigation into the grievance, gathering relevant information, and evidence from all parties involved. The investigation will be conducted impartially and confidentially, respecting the privacy and rights of all individuals concerned.

Step 4: Resolution

Based on the findings of the investigation, the GRO will determine an appropriate course of action to resolve the grievance. This may include mediation, corrective measures, procedural changes, or any other remedy deemed necessary to address the issue effectively.

Step 5: Communication of Outcome

The GRO will communicate the outcome of the grievance redressal process to the complainant within 48 hours, providing a detailed explanation of the decision reached and any follow-up actions to be taken. If additional information or clarification is required, the GRO will communicate this to the complainant promptly.

5. Confidentiality and Non-Retaliation

All grievances will be handled confidentially, and the identity of the complainant will be protected to the extent possible. D-CODE prohibits any form of retaliation against individuals who raise grievances in good faith, ensuring a safe and supportive environment for all.

6. Appeal Mechanism

Students or stakeholders who are not satisfied with the outcome of the grievance redressal process may appeal to the next level of authority within D-CODE or to the higher authorities of the parent institution. The decision of the appellate authority will be final and binding.

7. Documentation and Reporting

All grievances, investigations, and resolutions will be documented and maintained in a confidential manner. Regular reports on grievance redressal activities will be prepared and reviewed by the management of D-CODE to ensure compliance with the policy and identify areas for improvement.

8. Training and Awareness

All staff members and stakeholders involved in the delivery of distance education programs will receive training and awareness sessions on the Grievance Redressal Policy and procedures to ensure their understanding and compliance. These sessions will be conducted periodically to reinforce the importance of grievance redressal in maintaining a positive learning environment.

9. Review and Revision

The Grievance Redressal Policy will be reviewed periodically to ensure its effectiveness and relevance in addressing the evolving needs and concerns of students and stakeholders. Any necessary revisions will be made in consultation with relevant stakeholders and approved by the management of D-CODE.

10. Compliance

All staff members, students, and stakeholders are expected to comply with the Grievance Redressal Policy of D-CODE. Violations of the policy may result in disciplinary action in accordance with the rules and regulations of the institution.

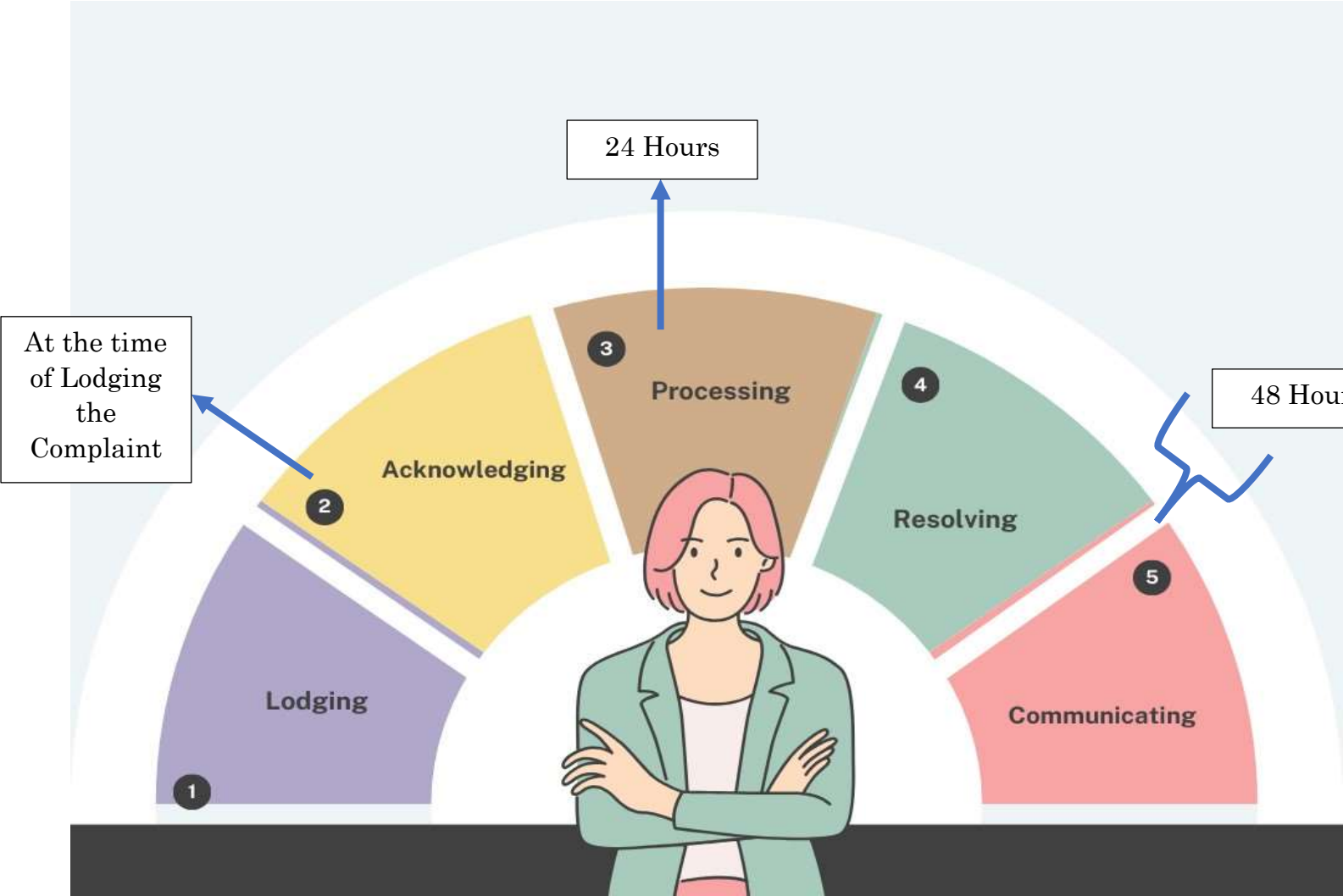
11. Contact Information

For inquiries or assistance regarding the grievance redressal process, students and stakeholders may contact the Grievance Redress Officer at D-CODE or the designated authority at the parent institution. Contact information will be provided on the D-CODE website and in other relevant communication channels.

Conclusion

The Grievance Redressal Policy of D-CODE reflects our commitment to promoting transparency, fairness, and accountability in addressing grievances within our distance education programs. By providing a clear and accessible mechanism for students and stakeholders to raise concerns, we aim to foster a supportive and inclusive learning environment that empowers individuals to succeed in their academic and professional endeavours.

Five Step Procedural Flow with Time Frame



User Manual for Lodging Grievance on GRP

