



ज़ाकिर हुसैन दिल्ली कॉलेज (सांध्य) Zakir Husain Delhi College (Evening)

दिल्ली विश्वविद्यालय (University of Delhi)

जवाहरलाल नेहरू मार्ग, नई दिल्ली - ११०००२ Jawaharlal Nehru Marg, New Delhi - 110002
Phone: 011-23231899 Website: <https://zhdce.ac.in/> E-mail: zhpge.college@gmail.com

Student Grievance Redressal Policy

In adherence to the principles of student welfare and academic excellence, Zakir Husain Delhi College (Evening) has established a robust mechanism for the resolution of student grievances, encompassing both academic and non-academic domains.

Addressing Academic Concerns: Dedicated committees, specially constituted for this purpose, meticulously address concerns pertaining to academic affairs, including admissions, internal assessment, and examinations.

Objectives of Grievance Redressal Committees: The formation of grievance redressal committees is predicated upon the imperative of providing an avenue for students to articulate their concerns and facilitate their expeditious resolution. These committees are responsible for addressing students' grievances and implementing timely resolutions. In general, the objectives encompassed by these committees are as follows:

- Facilitating timely resolution of students' grievances.
- Promoting a symbiotic rapport between students and faculty members.
- Facilitating efficient communication and mitigating disparities in diverse academic domains.
- Offering a forum for students to express grievances openly, with assurance of impartial and unbiased redressal.

Committee for Academic Grievance and Resolution: To effectively manage grievances in academic realms, the college has instituted the following committees:

1. Admission Grievance Committee
2. Internal Assessment Committee
3. Examination Committee



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We entrust these committees with the task of meticulously scrutinizing and resolving grievances in their respective spheres, thereby upholding the ethos of fairness, transparency, and student-centrism that define the academic environment at the college.

Admission Grievance Redressal Mechanism

The college places paramount importance on ensuring the prompt and effective resolution of grievances and complaints raised by students pertaining to the admission process. Understanding the significance of addressing such concerns in a timely and equitable manner, the college has established a comprehensive mechanism to handle various admission related grievances with diligence and transparency.

Nature of Admission Related Grievances:

The spectrum of admission related grievances encompasses a range of issues, including:

- Irregularities observed in the college's admission procedures.
- Deficiency in essential certificates or documentation.
- Possible dissemination of inaccurate or deceptive information within the college prospectus.
- Instances of non-compliance with reservation policies that govern admissions.
- Procedures governing fee reimbursements in cases of student withdrawal within prescribed deadlines.
- Ambiguities concerning admission criteria in relation to prescribed cut-off thresholds.

Institutional Measures to Ensure Smooth Conduct of Admissions:

1. Formation of Committees/Nodal Officers:

- The college proactively establishes specialized committees and appoints designated nodal officers to address diverse concerns of students related to admissions.



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- The names of these committees and their members are prominently displayed on the college website and the university portal, with the convenor of the college grievance committee being prominently identified.
2. Specific Nodal Officers:
 - In pursuit of fair and impartial admission processes, the college appoints dedicated nodal officers for specific categories, including SC/ST, OBC, EWS, PwD, Sports, and ECA, ensuring tailored support and guidance for students belonging to these categories.
3. Receipt of Complaint:
 - The college authorities encourage students to communicate their complaints, queries, or grievances either in writing or via email.
4. Action Taken at Committee Level:
 - Upon receipt of a complaint, the grievance committee endeavours to resolve it internally. If the grievance remains unresolved, it is escalated to the core admission committee for further examination and action.
5. Intervention by the Head of the Institution:
 - Should a grievance persist despite committee intervention, or if a student is dissatisfied with the committee's decision, the matter may be brought to the attention of the Head of the Institution for appropriate action.
6. Reporting to the University:
 - At the university level, the appropriate authorities receive complaints about issues outside of the college's jurisdiction or resolution decisions.

Through the diligent implementation of these institutional measures, the college reaffirms its commitment to ensuring fairness, transparency, and accountability in the admission process, thereby fostering an environment conducive to the holistic development and well-being of its student community.



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Internal Assessment Grievance Redressal Mechanism

In adherence to the guidelines set forth by the University of Delhi, Zakir Husain Delhi College (Evening) meticulously follows a structured approach to address grievances arising from internal assessment procedures. Recognizing the paramount importance of maintaining academic rigour and fairness, the college has established a comprehensive three-tiered framework to handle internal assessment grievances, spanning the departmental, college, and university levels. The college has designed this institutional protocol to uphold academic integrity, ensure procedural transparency, and safeguard the interests of students.

Nature of Grievances:

Internal assessment grievances encompass a spectrum of issues, including but not limited to:

- Erroneous uploading of internal assessment marks.
- Inaccessibility of assessment marks to students via the college portal.
- Instances of assignment submission delays.
- Non-submission of assignments due to extenuating circumstances such as medical emergencies, family obligations, or participation in academic/non-academic events.
- Any other concerns pertinent to the internal assessment process.

Internal Assessment Grievances Policy:

1. Adherence to University Guidelines:

- The University of Delhi Ordinance 8E mandates that faculty members strictly follow the prescribed guidelines for internal assessment, ensuring consistency and equity in assessment practices.

2. Departmental Deliberation:

- The college encourages each academic department to engage in thorough deliberation on internal assessment related matters, fostering collaborative

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discussions among faculty members to address concerns effectively and uphold academic standards.

3. Scrutiny and Verification:

- Prior to submission to the university's examination branch, the college undertakes meticulous scrutiny and verification of each student's hard copy of the internal assessment, ensuring accuracy and completeness of the assessment records.

4. Intervention by Internal Assessment Committee:

- In instances where resolution of internal assessment issues proves challenging at the departmental level, the Internal Assessment Committee, constituted by the college, may intervene to facilitate resolution and ensure adherence to procedural fairness.

5. Availability of Rectification Request Form:

- The college makes the University of Delhi's Internal Assessment Rectification Request Form accessible, allowing students to formally address discrepancies or concerns about their internal assessment marks through established channels.

Through steadfast adherence to the principles delineated in the Internal Assessment Grievances Policy, the college reaffirms its commitment to upholding academic excellence, integrity, and accountability in the assessment process, thereby fostering a conducive environment for scholarly pursuit and intellectual growth within the college community.

Examination Grievance Redressal Mechanism

Zakir Husain Delhi College (Evening), as an affiliated institution of the University of Delhi, operates a structured examination grievance redressal system to meticulously address issues arising from academic assessments. Central to this framework is the Examination Committee, comprising designated nodal officers tasked with overseeing and resolving examination related matters. This committee serves as a pivotal conduit, fostering effective



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communication between students and the university, thereby ensuring the smooth conduct of examinations and fair treatment of all stakeholders.

Pre-Examination Issues:

Preceding the commencement of examinations, concerns may emerge, including:

- Inaccuracies in the examination date sheet, such as the omission of selected papers.
- Instances of tardy submission of examination fees.
- Non-receipt of admit cards by students.
- Incidents of academic misconduct, such as cheating or plagiarism.
- Occurrences of students arriving late for scheduled examinations.

Post-Examination Issues:

Following the completion of examinations, grievances may arise, such as:

- Delays in the dissemination of examination results.
- Allegations of bias or inadequacy in evaluation practices.
- Disputes regarding the accuracy or completeness of examination marks.
- Erroneous recording of student attendance or absences in examination records.

Procedure of Grievance Redressal:

The grievance redressal process is systematically structured as follows:

1. Submission of Grievance:
 - We encourage students to submit formal written complaints or grievances to the Examination Committee for review and resolution.
2. Committee Deliberation:



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- The Examination Committee meticulously examines each grievance, employing academic scrutiny and procedural adherence to ensure impartial resolution.
- 3. University Liaison:
 - The Examination Committee promptly escalates grievances beyond the college's jurisdiction to the university administration, acting as an intermediary to facilitate communication and seek redress from the relevant university authorities.
- 4. Direct University Engagement:
 - In cases where students are dissatisfied with the outcome of the college-level grievance resolution, they retain the right to communicate their grievances directly to the university through established channels.

Non-Academic Matters:

Dedicated committees, such as the following, address non-academic grievances in addition to academic ones.

- **Disciplinary infractions:** Discipline Committee
- **Incidents of harassment or intimidation:** Anti-Ragging Committee, Internal Complaints Committee
- **Issues of discrimination:** Equal Opportunity Cell and Caste-based Discrimination Committee
- **Facility-related grievances:** Administrative Section
- **Students' Advisory and Grievance Committee:** General Advice and Grievance Management

By implementing this meticulously structured examination grievance redressal mechanism, the college reaffirms its commitment to upholding academic integrity, ensuring procedural



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fairness, and fostering a supportive environment conducive to academic excellence within the university community.