

Grievance Redressal Committee:

The Grievance Redressal Committee comprises of the Principal, senior faculties and a student representative. Any *aggrieved student* may make an application to the Principal at the Grievance Redressal Cell seeking redressal of grievance. The Grievance Redressal Cell shall receive the complaint and the Committee shall fix a date for hearing the complaint and communicate its decision within ten days of receipt of complaint. The Grievance Redressal Committee shall ensure disposal of every application as speedily as possible, and not later than a month of receipt of the grievance. On the conclusion of proceedings, the Committee shall pass such order, as may be deemed fit to redress the grievance and provide relief as may be desirable to the affected party at issue. In case of false or frivolous complaint, the Committee may take appropriate action against the complainant.

Grievances may be sent to davmalerkoila@gmail.com or can drop into the Complaint box placed near the Reception.

S.No	Members	Designation	Mob.No
1	Mr. Bhupendra Sharma	Principal	01675-252636
2	Mrs. Sushma Gogia	Sr. PGT	8872700696
3	Mrs. Sheela Kathuria	Sr. TGT	9463562001
4	Mrs. Shallu Paika	Sr. PRT	9417522679
5	Master -----	Student Representative	Head Boy
6	Miss -----	Student Representative	Head Girl

GUI DELI NES F O R GRIEVANCE REDRESSAL COMMITTEE

I. Objective: To provide a mechanism to students of the school LO raise their grievances and to provide redressal for the same so that they have smooth tenure at the school from the day of admission till they leave school.

2. Definition: "Aggrieved student" means a student who has any complaint in the matters concerned with the grievances defined under these guidelines, and includes a person seeking admission to the school.

3. "Grievances": Grievances include the following complaints of the aggrieved students, namely:

- i) Making admission contrary to merit determined in accordance with the declared admission policy of the school;
- ii) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by the school.
- iii) Breach of the policy for reservation in admission as may be applicable
- iv) Complaints, of alleged discrimination of students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories;
- v) Non payment or delay in payment of scholarships to any student that the school is committed.
- vi) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
- vii) Non provision of student amenities as may have been promised or required to be provided by the school;
- viii) Denial of quality education as promised at the time of admission or required to be provided;
- ix) Non transparent or unfair evaluation practices;
- x) Harassment and victimisation of students, including sexual harassment;