



Mechanism for Students' Grievance Redressal

Kumaun University, committed to ensuring a supportive and inclusive environment for its students, has established a robust mechanism for addressing grievances through various dedicated channels. This comprehensive system includes the e-Samadhan Grievance Redressal Portal, RTI Online Application, and committees addressing specific issues such as caste-based grievances, internal complaints, and anti-ragging. These mechanisms ensure that students' concerns are addressed promptly and effectively.

1. e-Samadhan: Grievance Redressal Portal

The e-Samadhan portal is an online platform specifically designed to facilitate the submission and resolution of student grievances. This user-friendly portal allows students to register their complaints digitally, ensuring a swift and transparent process. Key features of the e-Samadhan portal include:

Easy Registration: Students can log in and submit their grievances through a straightforward process.

Tracking: Once a grievance is registered, students can track the status of their complaints in real-time.

Response Time: The portal is designed to ensure that grievances are addressed within a stipulated time frame, promoting accountability.

Anonymity Option: Students can choose to remain anonymous, which encourages reporting without fear of retaliation.

2. RTI Online Application

The Right to Information (RTI) Online Application system at Kumaun University allows students to seek information regarding the functioning of the university, including administrative decisions and processes. This transparency tool empowers students by:


Registrar,
Kumaun University
NAINITAL.

Accessibility: Making information readily available to students and the public.

Accountability: Holding the university accountable for its actions and decisions.

Empowerment: Enabling students to make informed decisions based on the information received.

3. Students Grievance/Complaints – Caste Based

To address grievances related to caste discrimination, Kumaun University has a dedicated mechanism to ensure a discrimination-free environment. This includes:

Complaint Submission: Students can submit caste-based grievances through designated channels.

Investigation: Complaints are thoroughly investigated by a dedicated committee.

Resolution: Appropriate actions are taken to resolve the issues, which may include disciplinary action against offenders.

4. Internal Complaints Committee (ICC)

The Internal Complaints Committee (ICC) addresses issues related to sexual harassment and gender discrimination. The ICC's functions include:

Complaint Handling: Receiving and addressing complaints of sexual harassment.

Confidentiality: Maintaining confidentiality of the complainant's identity.

Support: Providing support to victims during the grievance process.

Awareness: Conducting awareness programs to prevent harassment and promote a safe environment.

5. Anti-Ragging Committee

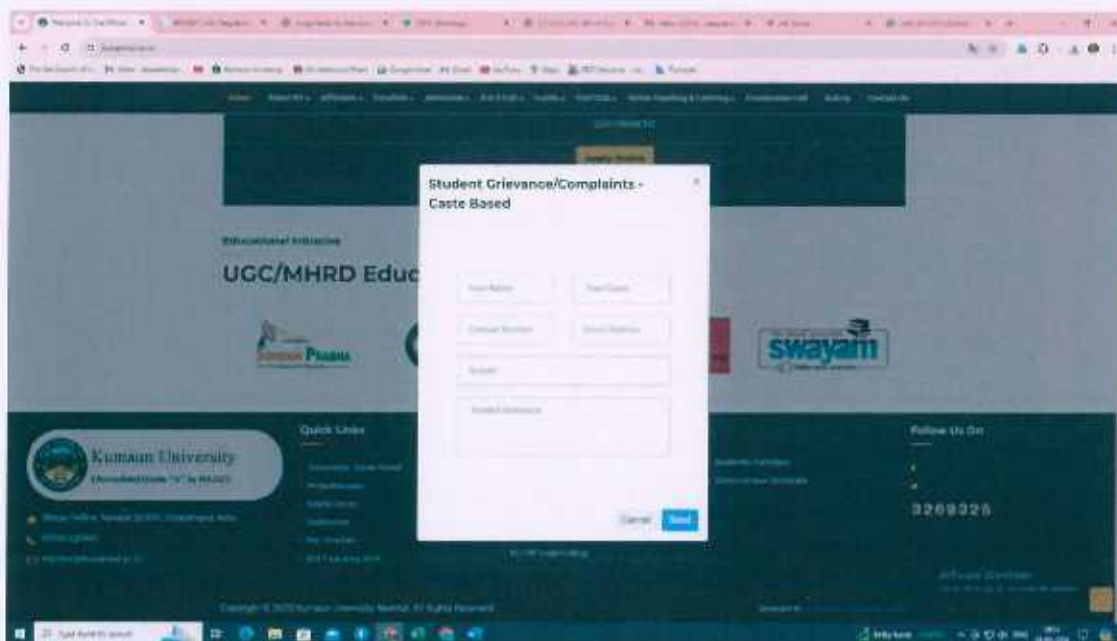
Kumaun University has a zero-tolerance policy towards ragging. The Anti-Ragging Committee is responsible for:

Monitoring: Keeping a vigilant eye on student interactions to prevent ragging incidents.

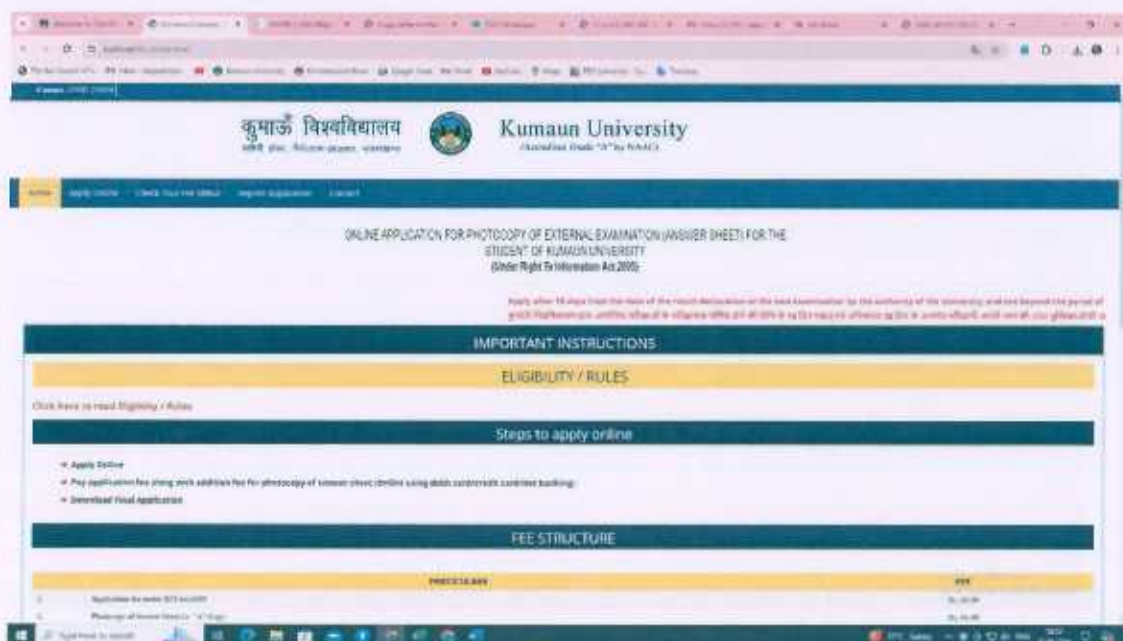

Registrar,
Kumaun University
NAINITAL

Reporting: Establishing a clear reporting mechanism for ragging complaints.

Disciplinary Action: Taking stringent disciplinary action against those found guilty of ragging.

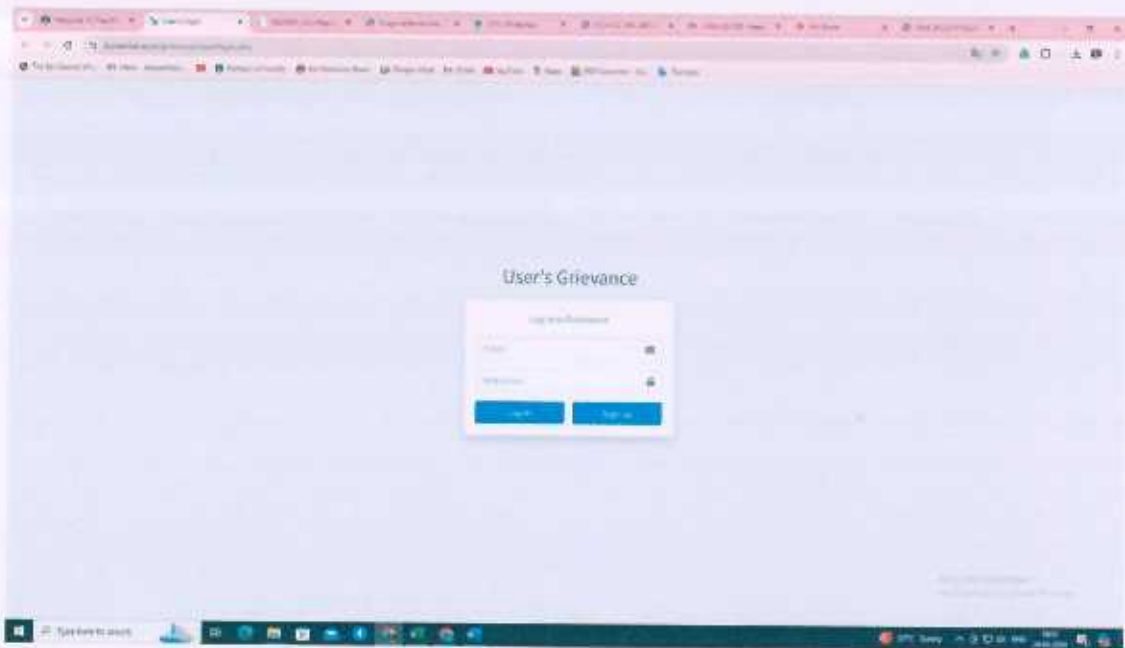


Student Grievance/ Complaints- Caste Based

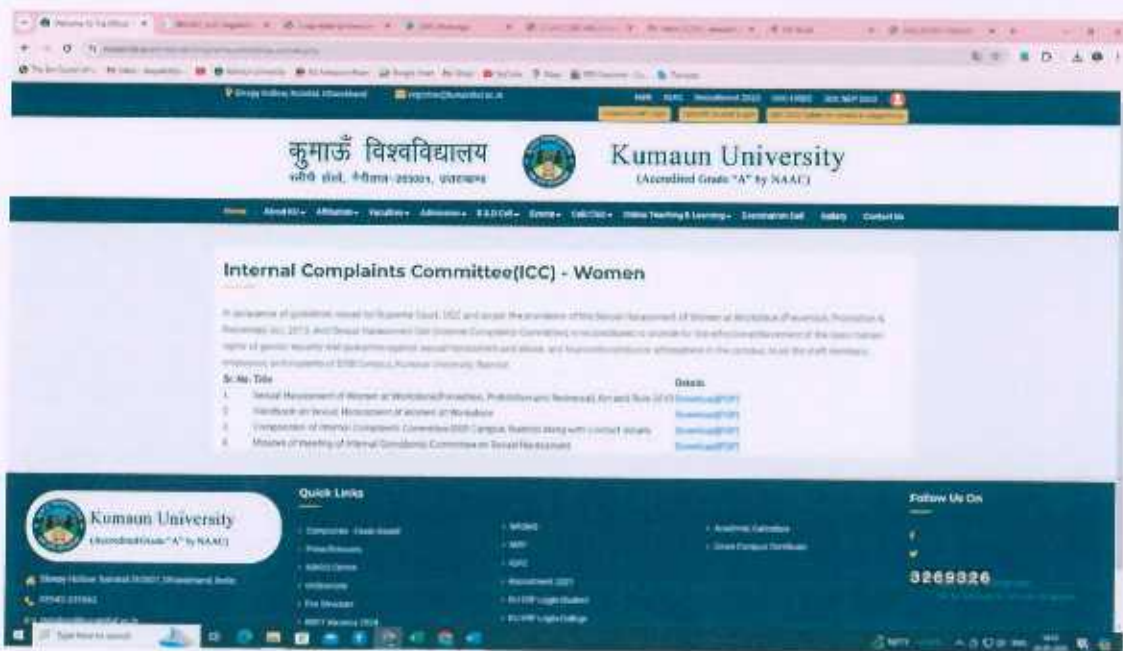


Online RTI for Students


Registrar,
Kumaun University,
NAINITAL



e- Samadhan- Grievance Redressal Portal



Internal Complaints Committee

Conclusion

Kumaun University's multifaceted approach to grievance redressal, through the e-Samadhan portal, RTI applications, and specialized committees, ensures that students have several avenues to voice their concerns. This structured mechanism promotes a safe, inclusive, and transparent educational environment, fostering trust and well-being among the student community.


Registrar,
Kumaun University
NAINITAL