

**5.1.4: The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases**

1. Implementation of guidelines of statutory/regulatory bodies
2. Organisation wide awareness and undertakings on policies with zero tolerance
3. Mechanisms for submission of online/offline students' grievances
4. Timely redressal of the grievances through appropriate committees

Sr No.	DVV Queries	Response of HEI (Links of Supporting Documents)
1	Proof of constitution of Internal committees /Grievances Committee formation / other committees as per UGC norms	<a href="https://ramjas.du.ac.in/naac/web/dvv/criteria_5/5.1.4_a_Constitution_of_all_committees.pdf">https://ramjas.du.ac.in/naac/web/dvv/criteria_5/5.1.4_a_Constitution_of_all_committees.pdf</a>
2	Circular/web-link/ committee report justifying the objective of the metric	<a href="https://ramjas.du.ac.in/naac/web/dvv/criteria_5/5.1.4_b_Circular_reports.pdf">https://ramjas.du.ac.in/naac/web/dvv/criteria_5/5.1.4_b_Circular_reports.pdf</a>
3	Minutes of the meetings of student grievance committee, as per metric	<a href="https://ramjas.du.ac.in/naac/web/dvv/criteria_5/5.1.4_c_Minutes_of_committees.pdf">https://ramjas.du.ac.in/naac/web/dvv/criteria_5/5.1.4_c_Minutes_of_committees.pdf</a>