

GRIEVANCE REDRESSAL CELL

As suggested by University Grants Commission, New Delhi, the College has established a Grievance Redressal Cell to provide a mechanism for redressal of students' grievances and ensure prevention of unfair practices. The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge, Grievance Redressal Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing in the suggestion box of the institution. Grievances may also be sent through e-mail to the officer in-charge, Grievance Redressal Cell.

AIMS AND OBJECTIVES:

The aim of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. A Grievance Cell is constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any clash arises.
- Advising all the Students to refrain from inciting Students against other Students, teachers and College administration.
- Advising all staff members to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.


- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

FUNCTIONS:

- The cases will be attended promptly on receipt of written grievances from the students.
- To represent the grievances to the concerned section which may include maintenance, academics, sports, etc.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.
- To maintain confidentiality, if necessary.

PROCEDURE FOR LODGING A COMPLAINT:

- The students may feel free to put up a grievance in writing or drop it in suggestion box.
- The Grievance Cell will act upon the cases which have been put up with the necessary documents.
- The Grievance Cell will assure to resolve the complaint promptly and fairly.


Principal
Govt. College Gharghoda
Distt, Raigarh (C.G.)