



**OFFICE OF THE PRINCIPAL
GOVT. DEGREE COLLEGE
BISHNAH**

GRIEVANCE REDRESSAL CELL

Policy for Implementation of guidelines of statutory/regulatory bodies

Grievance Redressal Cell of the GDC Bishnah has been constituted to address and resolve grievances and complaints of students as well as staff effectively. Grievance Redressal Cell aspires to redress the grievances of any nature like corruption and complaints regarding basic facilities, classroom teaching, syllabus completion, library facilities etc. The foremost aim of Grievance Redressal Cell is to safeguard the scholastic environment of the college, as well as rights and dignity of students/staff. A grievance /complaint box is installed in the college campus where students and staff with genuine grievances may drop their complaint in writing. Grievance Redressal Cell meets periodically to redress the grievances of the students/staff.

The aims and objectives of Grievance Redressal Cell are as under:

- ❖ To aware and encourage the students to express their grievances/complaints freely without any fear.
- ❖ To build and sustain, harmonious as well as secure atmosphere in the college.
- ❖ To promote respect of human rights and dignity among the students of college.
- ❖ To restrict the students from indulging in unlawful activities.
- ❖ To create an impartial, fair and transparent mechanism of Grievance Redressal for the students as well as staff of the college.


SCOPE

The Grievance Redressal Cell of GDC Bishnah includes the grievances/complaints/suggestions received in writing from the students/staff about any of the following:

- Grievances related to proper sanitation, college transport, basic facilities like water, electricity etc.
- Grievances pertaining to issuance of character/provisional/bonafide certificates and all other genuine examination related issues.
- Grievances related to discipline in library, issue and return of books etc.
- Grievances regarding dues and payments, scholarship, library fee, admission fee etc.

GRIEVANCE REDRESSAL MECHANISM

- The students and staff of the college may report their grievance in writing and drop it in the grievance/suggestion box placed in college campus.
- The grievance box will be opened after stipulated time by the Convener, Grievance Redressal Cell in the presence of student representatives.
- The grievances can also be submitted online via <https://www.gdcbishnah.com/GreivienceForm.php>
- The grievances/complaints received after opening the grievance box or through online mode will be attended within a time bound framework.
- The Grievance Redressal Cell shall prepare the report about the number of genuine grievances received.
- The Grievance Redressal Cell after analysing the grievances received shall try to sort out the problems of students by directing concerned Departments or Committees.
- The Grievance Redressal Cell (GRC) shall submit its final report about all the grievances to the worthy principal of the college.


Principal
Govt. Degree College
Bishnah