

GRIEVANCE REDRESSAL COMMITTEE

Grievance Redressal Committee

The institution looks into general and academic complaints of the students, faculty and staff. It promptly tries to offer solutions for their redressal in periodical meetings of the committee. The students, faculty and staff are notified to put their complaints about academics, library, accounts, finance etc. through the grievance form available on college through suggestion/complaint boxes located in the main building and academic premises.

If the grievances are not within the purview of the committee, then the issues are brought to the notice of the higher authorities.

Grievance Redressal Committee Composition:

As per statue of AICTE New Delhi, F. No.: 1-10UPG RC/AICTE/Regulation/2019 Dated: 22/07/2019, the Grievance Redressal Committee is formed. The composition of the committee is as below:

	Sr. No.	Name of Faculty/ Staff/Student	Department	Nomination as	
	1	Dr Bhavesh	Principal	Chairperson	
	2	Anjula Singh	BDES	General	Member
	3	Alka Dewangan	BBA	General	Member
	4	Prof. Yamini Gupta	BCA	General	Member
	5		Student by principal	Student	Member
	6		Ombudsman from university		Special Invitee



Objectives:

- To provide a platform where students, faculty and staff can raise their problems about academic and non-academic matters
- To get suggestions from the staff and students for improvement
- To ensure effective solution to the students, faculty and staff to redress their problems

Mechanism:

1. The students, faculty and staff shall raise their concerns/complaints to the respective Head of the Department/Section in charges.
2. Head of the Departments/Section in charges will try to provide solutions at their levels in week time on receipt of the written complaint. In case the matter is not in their purview then those cases were forwarded to institute level Grievance Redressal Committee.
3. On receipt of written grievances from the student, faculty and staff, the Grievance Redressal Cell reviews the cases and acts accordingly as per the policy.
4. The cell submits report to the higher authorities regarding the cases attended within 15 days and communicated to the aggrieved student/faculty/staff.
5. Grievances are also received directly through the college website.
6. The steps as given in points 3 and 4 above are followed for redressal of the grievances.

