

Govt. V.Y.T. PG Autonomous College, Durg



GRIEVANCE AND REDRESSAL POLICY

Internal Quality Assurance Cell (IQAC)



GOVT. V.Y.T. PG AUTONOMOUS COLLEGE DURG 491001(C.G.) INDIA
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POLICY OF GRIEVANCE REDRESSAL COMMITTEE

INTRODUCTION

As suggested by University Grant Commission, New Delhi, the College has established a Grievance Redressal Committee to provide a mechanism for Redressal of student's grievances and ensure a healthy learning atmosphere in the campus. The Grievance Redressal Committee of Govt. V.Y.T PG. Autonomous College, Durg, is created to redress the issues relating to academic, non-academic (including sanitation, health, examination) related grievances within the college campus. The students file the complaints through the suggestion box placed in front of the Principal chamber or submit it directly to the Grievance Committee. The Committee also focuses upon solving the grievances of the students within stipulated time.

COMPOSITION

The Committee comprises the Principal as the patron and at least 5 senior faculty members (male & female).

OBJECTIVES

- To redress the issues raised by the students regarding the grievances related to the college within the stipulated time (24 hours).
- To encourage the students to express their grievances/ problems freely and frankly without any fear of being victimized.

- Advising all the students to refrain from inciting each other.
- To maintain the healthy academic environment of the college
- The Committee deals with grievances related to academics, examination, sanitation, cleanliness and little squabbles among them.

MECHANISM OF GRIEVANCE REDRESSAL COMMITTEE

- A student can complain through the complaint box placed in front of the principal chamber (if the student wants to be anonymous) or directly approach the Committee members.
- The complaint shall be accepted in writing only. If a student faces any problem in writing a complaint, then the committee members shall assist the complainant.
- The complaints of the students are maintained through the Grievance Redressal register & accordingly, the meeting is called and within the stipulated time (24 hours) the concerns of the students are redressed.

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friendly
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Arul
Principal
Gandhi VVPES, Autonomous
College, Durg (C.G.)