

Shri Guru Ram Rai (PG) College

Grievance Redressal Cell

The college has a Grievance Redressal Cell for students as a regular unit headed by the Principal. It comprises senior faculty members and student representatives. The Grievance Redressal Cell attempts to address genuine problems including redressal of election related grievances to some extent.

Regarding their complaints students can approach any member of the cell but they are sensitized to use this power in a responsible manner. Once the complaint is made students are assured of the confidentiality and timely resolve of their grievance.

Student Grievance Procedure for lodging complaint:

- Students are free to communicate the grievance to any member of the cell.
- The committee analyses the nature of the grievance and accordingly conducts the process in a confidential manner.
- The issue is disclosed only to those who have a legitimate role in resolving the matter.
- Final report including the nature of grievance and its resolution is submitted to the Principal and further course of action is decided under the guidance of the authority.
- The student is intimated in due course.
- The Grievance Redressal Cell ensures that the grievance has been properly solved within the stipulated time limit provided by the cell.

Monitoring

- The Grievance Cell shall coordinate, monitor and ensure redressal within maximum seven days.
- Till the final disposal of the grievance, the Grievance Redressal Cell follows it regularly by sending reminders to committee members and student.

Students Grievance Cell shall not entertain following issues:

- Decision of the Academic Council and administrative committees constituted by the college
- Decision of the Admission committee
- Complaints related to election expenditure
- Decision of the competent authority regarding evaluation system and awards

