

GOVERNMENT COMMERCE COLLEGE, VADALI

Run by



Higher Education Department, Government of Gujarat, Gandhinagar
and Affiliated to Hemchandracharya North Gujarat University, Patan

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COLLEGE GRIEVANCE REDRESSAL SYSTEM

The Grievance Redressal Cell is a strictly confidential cell functioning effectively to acknowledge the genuine grievances of students in academic, administrative, student services and other related student related areas. Suggestions dropped in the grievance box are handled by the Principal who heads the Grievance Redressal Committee. This enables in the creation of a more student-sensitive environment, better stakeholder relationships and a congenial teaching-learning atmosphere.

The Student's Grievance Cell desires to promote and maintain a conducive and unprejudiced educational environment. The objectives of Students Grievance Cell include the following:

- To support, those students who have been deprived of the services offered by the College, for which he/she is entitled.
- To make officials of the College responsive, accountable and courteous in dealing with the students.
- To ensure effective solution to the student's grievances with an impartial and fair approach.

The Cell enables a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College. 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".

Functions

- Redressal of Students' Grievances to solve their academic and administrative problems.
- To co-ordinate between students and Departments / Sections to redress the grievances.
- To guide ways and means to the students to redress their problems.

Students' Grievance Procedure

The grievance procedure is a machinery to sort out the issues between student and college. It is a means by which a student who believe that, he / she has been treated unfairly with respect to his /her academic / administrative affairs or is convinced to be discriminated is redressed. It is a device to settle a problem. It enables to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college. It involves a process of investigation in which 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Matters are disclosed to only those, who have a legitimate role in resolving the matter. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".

The students are ought to lodge their grievances in the prescribed form available with the Principal of the college. The form, duly filled, is required to be submitted in the drop box placed outside the Principal's office. The secretary in turn intimates the matter to the committee for necessary action. Final report based on grievance received and resolved will be submitted to the Principal and further course of action will be decided and the same shall be intimated to the students.

During the year no such grievances were received. Grievances otherwise received were forwarded to the Principal of the college for immediate redressal. In all such cases prompt action were taken and the matter sorted out. In all cases the aggrieved student was informed of the measures taken and checks in the system were introduced to ensure there was no repetition of the same.




Principal
Govt. Commerce College
Vadali, Dist. Sabarkantha