



सत्यमेव जयते

Government Science College, Idar

At & Post: Sapavada, Idar, Sabarkantha

Email: sciencecollegeidar@gmail.com

Website: www.gscidar.edu.in



Ref.: No.

Date::

Grievances and Redressal Mechanism

The Grievances and Redressal Cell aims to promote and maintain a conducive and unprejudiced environment for its members and stakeholders. It attends to the grievances and complaints registered by anyone with regard to the activities of the institution, and in particular, those made by students. The Cell ensures effective, early and unbiased solutions to the grievances, using a fair approach.

The Grievances and redressal Cell enable the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the institute. The Cell conducts meeting on periodical/need basis and examines the grievances and tries to redress it as per mechanism and rules.

Objectives:

1. To establish an organisational framework to resolve the grievances of the students and other stakeholders.
2. To ensure unprejudiced solution to the stakeholder's grievances with as impartial and fair approach.
3. To investigate the reason of dissatisfaction.
4. To enlighten the students on their duties and responsibilities.

Institutional structure of the Redressal Cell

- Principal
- Senior faculty members
- Lady faculty member

Functions of the Grievances and Redressal Cell:

1. Provides information about the objectives of the Cell and mode of operation through the website link under Grievances tab ([Link for Grievances](#)) and notice board.
2. Informs the students of the process for registering of grievances in the Orientation programme at the beginning of the academic term.
3. Acknowledges and analyses the grievances.
4. Seeks a solution through decision making process.
5. Reports the grievances and records how they were redressed.
6. The procedures are mentioned on the website and on the notice board. Also, the students are made aware at the beginning of every academic year and also, in the classes on Value Education by the concerned Teacher-in-charge.




Principal
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Mechanism for Submission of Complaint in Offline and Online Mode:

The grievances and redressal Cell shall receive and shall redress the grievances of the following issues:

- Academic issues pertaining to teaching, learning and evaluation activities.
 - Student-teacher, student-student, staff-staff grievances.
 - Grievances related to library and IT services.
 - Grievances related to sports and cultural activities.
 - Grievances related to the behaviour of stakeholders.
1. The Cell shall ensure periodical check-up of complaint box (every Saturday) provided at the college, also complaints received in-person by the Head of the institution and through online mode. The Cell shall assign the grievances to the head of the concern committee, depending on the nature of the grievances received.
 2. The Head of the institution shall assign the task of redressal of grievances to the Head of the concern committee, to adjudicate in a judicial manner, maintaining confidentiality, adhering the principle of natural justice and within the stipulated time limit of three to five days.
 3. Grievances pertaining to academic and internal evaluation shall be redressed at the individual/ faculty/ HOD/ principal level, considering the type of grievance.
 4. As soon as the committee shall receive the task to redress the grievances, the committee shall get written statements and related documentary evidences from both the parties to provide unbiased justice to the victim.
 5. If, the committee finds any difficulty, or needs suggestions/guidance from the Head of the Institution, a meeting will be called. The committee shall decide the solution for redressal of grievances as per suggestions given by the Head of the Institution, adhering the rules and regulations.

Redressal of Grievance and follow up:

The grievances are redressed at the earliest (within the prescribed time limit). The committee issues warning letters, memos, and reformation remedies. Priority is given as per the urgency of the complaint. In all cases, the aggrieved is informed of the measures taken.

Checks and system are introduced to ensure that there must not be any repetition of the same complaint.

All the grievances concerning to women's harassment and ragging shall be dealt by the respective committee as per the prescribed procedures.




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