

GOBINDGARH PUBLIC COLLEGE,
ALOUR, KHANNA

Date:02/12/2022

College Student Grievance Redressal Committee (CSGRC)

Any administration must have a grievance system in place. The administration of the college has a duty to ensure that all of its employees and students are in a safe and happy environment. In accordance with University Grants Commission (Redress of Grievances of Students) Regulations, the Grievance Redressal Committee was established in the College to address employee and student issues. Since the beginning of the college, the Principal has had direct control over the Committee.

The grievances that the Principal receives are passed to the relevant Committee members, who investigate the issues according to their importance. The Committee has been working tirelessly to make everyone in question feel comfortable and at ease by making the greatest efforts possible. Earlier this cell used to handle every types of complaints being academic, sports, transportation, Disputes over Grades, Course Requirements, Faculty or Staff Conduct, Fines and Administrative Policies and Procedures, Sexual harassment or any other matters. But as per University Grants Commission (Prevention, prohibition and Redressal of sexual harassment of women employees and students in higher educational institutions) Regulation, 2015. And UGC Public Notice regarding: Draft Guidelines for Basic facilities and amenities for a safe, secure environment for Women and Women Cell for sensitization, policy implementation, monitoring, and grievance redressal in HEIs published on 21-10-2022 at UGC Portal, now for grievances regarding harassment of women employees and students, a separate Internal Complaints Committee (ICC) is constituted as per the legal requirements in the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

Functions of the Grievance Redressal Committee


- To take written complaints about the system from students and staff.
- To design and put in place a procedure for handling the complaints that have been made.
- To hear, note, and carefully examine the issues that have been brought to their attention by staff and students, and to take the required action right away.
- To address the complaints based on the veracity and seriousness of the criticisms stated..
- To present complaints to the appropriate department, which may include maintenance, transportation, academics, and facilities, among other things.
- To call regular meetings to talk about whether the complaints have been resolved.
- To follow up on these issues at regular intervals until they are finally resolved.
- To uphold tight secrecy, if required.

Composition of CSGRC

Name	Designation	Position
Dr. Neena Seth Pajni	Principal	Chairperson
Dr. Tejinder Singh	Assistant professor	Convener
Dr. GopalKrishan	Assistant professor	Member
Dr. Rupindersingh	Assistant professor	Member
Prf. SushmaMiglani	Assistant professor	Member
Prof. Narinder Pal Singh	Assistant professor	Member
Prof. Aradhana Sharma	Assistant professor	Member
Mr. Shiv Kumar	Office Superintendent	Member
Mr. Sukhpreet Singh	Assistant Librarian	Member
Harjot Singh (B.Com III)	Student	Member

Functioning of the Grievance Redressal Mechanism

1. All the students enrolled at Gobindgarh Public College have the right to appeal any academic matter in which they feel that they have been treated unfairly.
2. The grievant can submit grievance in writing by mail to gpcalour03@yahoo.com. Student may also fill the particulars and grievances (in not more than 100 words) by clicking on the *student grievances* link on the website of college. Any student who wishes to file a grievance can also contact the convener of CSGRC in college office.
3. The grievances received if any are resolved by the committee normally within a maximum period of ten days.
4. The redressal committee convene meetings whenever it is required.
5. All the complaints/grievances are resolved only after hearing the complainants and respondents.
6. Strict confidentiality of the grievant / victim is ensured throughout the redressal process and thereafter.
7. High degree offences with legal implications reported to the cell are put forward to the respective higher authorities in time for further action.


Dr. Neena Seth Pajni
(Principal)