

**POLICY DOCUMENT
FOR
GRIEVANCE REDRESSAL
&
ANTI RAGGING CELL**



**GOVT. RAJMOHINI DEVI GIRLS P.G. COLLEGE
AMBIKAPUR, SURGUJA (C.G.)**

(Affiliated to Sant Gahira Guru Vishwavidyalaya Sarguja, Ambikapur)

Approved by UGC – Accredited by NAAC – ‘B+’ Grade, AMBIKAPUR, SURGUJA, C.G., India,
Contact Number: 07774-235266, EMAIL ID: ggpgcollege.ambikapur1@gmail.com
Website: <http://www.rmdgirlspgcollege.ac.in>

POLICY DOCUMENT FOR GRIEVANCE REDRESSAL CELL

AIM

Redressing of grievances of students regarding academic matters, health services, library and other central services.

OBJECTIVE

To redress the grievances of its stakeholders by sorting out the problems promptly and judiciously that will result in pleasant, ambient atmosphere and good work culture with an in-built goodwill and mutual understanding among its stakeholders.

CONSTITUTION OF COMMITTEE

1. Selection of Coordinator, Faculty Members & Student Representatives Selection of Coordinator, Faculty Members & Student Representatives Selection of coordinators- Coordination is selected by sole discretion of the Director.

Selection of Faculty member- Faculty members are selected by the director with the consultation of the committee coordinator. Selection of Student representatives- Student representatives are selected through election.

2. **No. of Members:**

Chairperson	-1
Coordinator	-1
Faculty member	- 2
Student Representative	-4
3. **Role of Coordinator, Faculty Members & Student Representatives:**

3.1. Role of Coordinators

3.1.1 The coordinators have to coordinate with all the members and students representatives for issues pertaining to Grievance Redressal Cell.

3.1.2 The coordinator shall hold a meeting of members and the aggrieved person.

3.2. Role of Faculty Member

3.2.1 Faculty member shall participate in meetings and give his/her suggestion to redress the grievances in best way possible.

3.2.2 Faculty member shall maintain minutes of meeting in a file.

3.2.3 Faculty member shall inform the complaining party regarding time and place of the meeting.

RESPONSIBILITY OF COMMITTEE

1. The Grievance Cell shall inform in writing or via-e-mail, the complaining party and individuals or groups named in the complaint of the time and place of the hearing.
2. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
3. Grievance redressal committee may forward the case to the higher authority, if required.
4. Maintenance of records till the time grievances are redressed.
5. Departmental grievances of the students are solve by the departmental heads, and if not solved then the case is carry forward to the principal for redressal.

For further details and enquiry, Please feel free to write to us: gpgcollege.ambikapur1@gmail.com



(Dr. Jyoti Sinha)
Principal

Govt. R.M.D. Girls P.G. College
Ambikapur, PRINCIPAL (C.G.)
Govt. Rajmohini Devi
Girl's P.G. College Ambikapur
Distt.- Surguja (C.G.)