

Grievance Redressal Committee (GRC) GDC Dhami at 16 Miles

Grievance Redressal Committee (GRC)

The Grievance Redressal Committee has been formed in the College as per the UGC Guidelines that aims to look into the complaints lodged by any student or staff member and to resolve those issues/ complaints confidentially and fairly.

If any problem arises and is not resolved informally, students may submit a grievance with the Grievance Redressal Committee of the College. Any type of student complaint or problem may be presented to the committee for official review. The institution follows a set of formal procedures as per UGC Guidelines. The students can submit their grievance regarding any academic and non- academic matter on the campus through online mode or grievance/ suggestion box or in person with the committee members.

Objectives

The Grievance Redressal Committee has been constituted to settle the grievances of the students and other stakeholders within a reasonable time period for strengthening the bond of the students with the institution and maintaining a convenient ambience of academic teaching and learning. The institution aims to ensure a positive learning environment by addressing complaints and grievances of the students promptly and impartially.

Functions of the Grievance Redressal Cell

- To accept written complaints from students and other stakeholders
- To create and implement a mechanism to handle the reported grievances.
- To listen, record and scrutinize the grievances and take necessary steps immediately.
- To attend to the grievances based on the authenticity and gravity of the complaint.
- To represent the grievances to the concerned authority
- To convene periodical meetings to discuss and follow up to settle the grievances.
- To maintain strict confidentiality, as required.

Types of Grievances Handled: The students may lodge grievance about any academic and non-academic matter to the GRC.

Academic: Issues related to results, marks, internal assessments, tests, examinations, classroom teaching, certificates, etc.

Administrative: Issues related to the library, office, services, sanitation etc.

Harassment: Matters related to misconduct or harassment of any kind on the college campus.

Composition of Grievance Redressal Committee

The Grievance Redressal Committee for the Session 2024-25 consists of the following members:

Sr. No.	Name	Designation	Contact No.
1.	Dr. Janesh Kapoor	Principal	9418964666
2.	Dr. Santosh Thakur	Associate Professor	9418818167
3.	Dr. Praveen Jaret	Associate Professor	9318018734
4.	Dr. Gian Chand	Associate Professor	9418482661
5.	Dr. Ramesh Chauhan	Associate Professor	8628990674
6.	Mrs. Namita C. Khagta	Associate Professor	7018975436
7.	Mrs. Saachi Sood	Assistant Professor	9816639313
8.	Dr. Godawari Garg	Assistant Professor	8219156356
9.	Mr. Chaman Lal	Superintendent (G-II)	9418457205
10.	Ms. Ravenna	CSCA President	8894233556

Mechanism of Grievance Redressal Committee

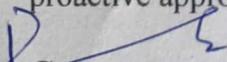
1. Grievance Redressal Committee (GRC) shall consider only individual grievances of specific nature of students and staff.
2. The GRC shall not consider any grievance of general applicability or of collective nature or raised collectively by more than one employee/student.
3. Post receipt of the complaint/application, the committee will decide on the merit of case regarding scope of further discussion, investigation and prompt action.
4. The GRC may mediate between complainant and defendant against who the complaint has been made, if required.
5. GRC shall consider redressing of grievances within stipulated time frame.
6. The committee will give report to the concerned authority about the cases, and also seek guidance from the higher authorities, if required.

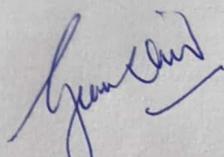
Procedure for lodging complaint

The students may feel free to drop the written complaints (can be anonymous if required) in the grievance/ suggestion box.

The grievances can also be submitted in person to the committee members or directly on the college official email id: gcdhami@gmail.com

The Grievance Redressal Committee will act upon the complaints promptly following a proactive approach.


Convenor


Principal
G.D.C. Dhami at 16 Mile
Shimla