

GOVERNMENT GIRLS COLLEGE, SADULSHAHAR

Near Bus Stand Sadulshahar
Distt. Sriganganagar, Rajasthan 335062
Phone : 01503-224001
<https://hte.rajasthan.gov.in/college/gcsadulshahar>
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नजदीक बस स्टैण्ड सादुलशाहर
जिला श्रीगंगानगर, राजस्थान 335062
फोन : 01503-224001
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GRIEVANCE REDRESSAL POLICY

Objective

The objective of this policy is to provide a fair and transparent mechanism for addressing grievances of students, staff, and stakeholders of Government Girls College, Sadulshahar, ensuring prompt resolution and maintaining a harmonious academic environment.

Scope

This policy applies to all students, teaching and non-teaching staff, and stakeholders associated with Government Girls College, Sadulshahar.

Grievance Categories

Grievances may include, but are not limited to:

- Academic issues
- Administrative concerns
- Discrimination or harassment
- Infrastructure or facility-related matters
- Others as deemed appropriate

Grievance Redressal Committee

A Grievance Redressal Committee will be constituted comprising faculty members, administrative staff, and student representatives. The committee shall be responsible for receiving, reviewing, and resolving grievances in a fair and unbiased manner.

Filing a Grievance

Students, staff, or stakeholders may file a grievance in writing to the Grievance Redressal Committee within a specified timeframe, along with supporting documents or evidence, if any.

Grievance Resolution Process

Upon receipt of a grievance, the Grievance Redressal Committee shall:

- Acknowledge receipt of the grievance promptly.

- Conduct a thorough investigation into the matter.
- Provide an opportunity for the aggrieved party to present their case.
- Endeavor to resolve the grievance within a reasonable timeframe.
- Communicate the decision and any remedial actions taken to the aggrieved party.

Confidentiality and Impartiality

All grievances will be handled with utmost confidentiality, and the committee members shall maintain impartiality throughout the process.

Appeal Process

In the event the aggrieved party is dissatisfied with the decision of the Grievance Redressal Committee, they may appeal to the higher authorities within the college hierarchy.

Review and Monitoring

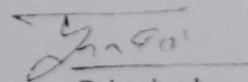
The effectiveness of this policy shall be periodically reviewed, and necessary modifications shall be made to ensure its efficacy in addressing grievances promptly and fairly.

Dissemination of Information

The grievance redressal policy shall be widely disseminated among students, staff, and stakeholders through appropriate channels, including the college website, notice boards, and orientation sessions.

Compliance

All members of Government Girls College, Sadulshahar, are required to comply with this grievance redressal policy and cooperate with the Grievance Redressal Committee in its implementation



Principal
Government girls college
Sadulshahar