



कार्यालय प्राचार्य  
शासकीय कला एवं विज्ञान महाविद्यालय  
रतलाम(म.प्र.)



दूरभाष: 07412 - 235149 ई-मेल-hegaaspgrat@mp.gov.in, pgcolrtm@gmail.com

## Grievance Redressal Cell (GRC)

*Empowering Students, Ensuring Solutions*

**Objective:** To establish a student-centric Redressal Cell that addresses student's concerns, grievances and issues promptly, ensuring a supportive and conducive campus environment for all.

### Composition:

1	Dr. S.S.Mourya	Professor of Sociology	Coordinator
2	Dr. Swati Pathak	Professor of Political Science	Members
3	Dr. R. R. Romade	Astt. Professor of Zoology	Members
4	Administrative Officer	Govt. Arts & Science College Ratlam	Members

### Functions:

#### 1. Infrastructure and Facilities:

- Address complaints related to classrooms, laboratories, libraries, and campus amenities.
- Ensure timely resolution by coordinating with relevant departments.
- Conduct regular inspections and gather feedback for continuous improvement.

#### 2. Academic Concerns:

- Facilitate communication between students and faculty regarding academic issues.
- Address concerns related to teaching, Practicals and course-related matters.
- Ensure supportive and conducive learning Environments



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### 3. Harassment and Discrimination:

- Provide a safe space for reporting incidents of harassment, discrimination, or bias.
- Follow established procedures for investigating and resolving such cases.
- Maintain confidentiality and prioritize the well-being of affected individuals.

### 4. University-Level Coordination:

- Liaise with university authorities to communicate student's concerns and suggestions.
- Collaborate on matters affecting student's academic experiences at the university level.
- Advocate for policies that benefit the student community.

### Operation:

#### 1. Complaint Submission:

- Students can submit complaints in writing or electronically.
- Maintain confidentiality and encourage honest reporting.

#### 2. Grievance Resolution:

- Review and categorize complaints for appropriate action.
- Follow defined timelines for resolution and keep students informed of progress.

### Student Complaint and Grievance Resolution Mechanism

#### 1. Complaint Submission:

##### 1.1. Written Submission:

- Provide complaint boxes or dedicated desks in accessible areas where students can submit written complaints.
- Ensure these are regularly checked and that submissions are digitalized for further processing.



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### 1.2. Confidentiality Measures:

- Allow for anonymous submissions, but also provide an optional section for students to input their contact details if they wish to receive updates.
- Only authorized personnel should have access to the complaints database.

### 1.3. Encouraging Honest Reporting:

- Conduct awareness campaigns about the importance of honest reporting.
- Emphasize the protective measures in place to ensure confidentiality.

## 2. Grievance Resolution:

### 2.1. Initial Review:

- Set up a Grievance Resolution Committee (GRC) comprising senior faculty members and administration.
- Classify complaints based on urgency, severity, and type (e.g., administrative, academic, harassment, etc.).

### 2.2. Defining Timelines:

- Urgent complaints should have a maximum resolution time of one week.
- Moderate complaints should be resolved within two weeks.
- Other general complaints should be resolved within a month.
- Ensure these timelines are adhered to.

### 2.3. Informing the Complainant:

- If the complainant has provided contact details:
  - Once complaint is resolved, communicate the outcome to the student.

### 2.4. Resolution Process:

- For academic grievances, involve relevant academic staff or departments for clarity and resolution.
- For non-academic grievances, follow institutional by-laws or guidelines.
- For sensitive complaints (like harassment), ensure there's a trained counselor or mediator involved.
- Document the resolution process and outcome for future reference and institutional accountability.

(Dr. Sanjay Wate) |  
Principal  
Govt. Arts & Science College  
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