



SAROJINI NAIDU GOVERNMENT GIRLS POST GRADUATE (AUTONOMOUS) COLLEGE, SHIVAJI NAGAR BHOPAL



GRIEVANCE REDRESSAL CELL

Our institution is committed to provide a fair, harmonious and progressive learning environment and students and employee friendly management system.

To maintain the harmony in teaching, learning and official working atmosphere Grievance Redressal Committee was formed in our institution according to UGC Regulations 2012 (The Gazette of India march 2023-29, 2013) to resolve the issues regarding Academics, Admission, Examination, Hostel and Infrastructure related problems which affects the students.

OBJECTIVES

- To resolve the problems of admission, Hostel, Timetable, Canteen, Library, Office related, Sports, NCC, NSS and some other related to infrastructure.
- To create a harmony between students and staff of the college.
- Incorporating suggestions for quality enhancement and creating student friendly environment within the institution.

SCOPE

Students related grievances are redressed by the committee.

POLICY AND GUIDE LINES

- Committee has prepared policy and guidelines under the guidance of Principal of the Institution with the help of rules mentioned in UGC Regulations 2012 (The Gazette of India march 2023-29, 2013).
- All the grievances are resolved according to policy.
- Complaint box installed in the institution.
- Students can complaint through email or direct in hard copy to the Principal.
- They can drop their complaint in drop box.
- Complaint box is opened by the committee twice in a month on 15th and 30th of the month.
- Redressal of grievances by the committee.
- Advice can be taken from the Principal if required.
- Solutions of grievances are displayed on the notice board if required.
- Significant suggestions given by students if they are helpful to enhance the quality of management and functioning of the institution will be considered.

STANDARD OPERATING PROCEDURE

- Students can express their grievances/problems without any fear of being victimized.
- Students may submit their grievances through email on college mail Id.
- The students could register their complaint through CM help line also.
- They can drop their grievance application into the locked grievance box.

- Students can directly submit their grievance application in hard copy to the Principal if they don't want to hide their identity.
- Grievances which come through email or directly submitted to resolve the issues committee reviewed the grievances.
- Grievance box is opened by committee twice in a month on 15th and 30th of the month.
- Relevant grievances with proof which are presented by name are taken into consideration.
- If any grievance letter is submitted without name of applicant and Principal thinks it is relevant in any aspect it will be considered by the committee for redressal.
- Records are maintained by the committee.
- Meetings are conducted for the redressal of grievances.

FUTURE PLANS

- To make the students aware for the quality enhancement of the institution.
- To make the students aware about their moral duties so that harmonious environment could be established in college.
- Create awareness among student about provision of complaint/grievance redressal.
- To upload the mechanism of complaint/grievance redressal on college website.

IMPACT

- It maintains the student friendly ecosystem of institute.
- It helps in maintenance of student teacher relationship.

COMMITTEE MEMBERS

Dr. Chetna Shrivastava	Convener
Dr. Neerja Shrivastava	Member
Dr. Vandana Singh	Member
Dr. Alka Varma	Member
Ku. Saumya Rajput	Student Member
Ku Vidushi Mishra	Student Member