



Swami Swatantranand Memorial College, Dinanagar

Affiliated to GNDU, Amritsar | Accredited with 'A' Grade by NAAC

Grievance Redressal Policy

The primary goal is to foster an attitude of openness, responsiveness, and accountability among all our stakeholders in order to create a peaceful and welcoming educational environment in the institute. Our main goal is to maintain trusting relationship between students and teachers and to uphold the rights and dignity of all individuals involved.

Our Policy:

As per Grievance Redressal Regulations year 2012 by UGC (University Grants Commission), the institution proposes a well-defined system for redressal of grievances. Grievance redressal committees are formed with the purpose of providing a platform to the students to address their issues and get them resolved. The committees are required to handle students' grievances and provide speedy resolution for the same.

The GRC of college constitute following members:

- Principal... **Chairperson**
- Professor Kanwaldeep Kaur ... **Convener**
- Professor Subir Ragbotra... **Co-Convener**
- Student Head from Hostel

For the accessibility of the students, the members of the committee session are notified by name on notice boards with their contact details throughout the session.

Objectives:

- To ensure that students get prompt solution to their problems.
- To maintain a cordial relationship between students and teachers.
- To provide a platform for essential communications and bridge the communication gap related to various academic matters.
- To provide a platform to students for expressing their grievances freely and ensuring that it would be handled without any biases.

How it Works:

According to regulations, GRC (Grievance Redressed Committee) is constituted in the institute to address the complaints of the students, teaching and non-teaching staff and parents. The victim may contact to the committee members directly by putting complaint in the complaint boxes or indirectly via sending e-mail on prescribed official email id. Online provision to file the complaint is also provided through college website. The complaints can be shared in following manner:

- Any complaint by aggrieved teacher regarding any aspect of college shall be addressed to the principal through coordinator from teaching faculty.
- Any complaint by aggrieved non-teaching member regarding any aspect of college shall be addressed to the principal through coordinator from non-teaching faculty.

- Any complaint by student firstly notified to student head, if the matter is serious then the student head conveyed it to teacher coordinator. Teacher coordinator notified the matter to convener and principal.
- Three days after receiving a complaint, the grievance redressed committee, as applicable, shall set a date for the complaint's hearing.
- Complaints are resolved with instant effect and afterwards satisfactory report is obtained from aggrieved member.




Principal
SWAMI SWATANTRANAND MEMORIAL COLLEGE
Dinanagar (Gurdaspur)