



Post Graduate Government College for Girls Sector 42, Chandigarh

(A Premium Multi-Faculty NAAC Accredited Grade 'A' Institute)

Affiliated to Panjab University, Chandigarh

Grievance Redressal Policy



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1. Aim of the Policy

Post Graduate Government College for Girls, Sector 42, Chandigarh is an institution which provides education in a conducive and harmonious environment to prepare confident and aware young citizens. To ensure such an environment at PGGCG-42, the system to address the issues and redress their grievances is in place. Grievance Redressal Policy is duly formulated to help all the stakeholders.

2. Objectives

- To provide a conducive, and secure environment to all stakeholders.
- To ensure inclusivity and discipline within the college campus.
- To address issues and redressal of grievances.

3. Scope

Grievances /complaints received in:

- Academic
- Financial and
- Administrative process
- Harassment issues (excluding issues related to sexual harassment).

4. Constitution of The Grievance Redressal Committee

Chairperson - Principal of the College

Three Members - Senior Members from faculty (nominated by the Principal)

Two Members - Senior Members from Non–Teaching Staff (nominated by the Principal).

One Student Representative (for redressal of student grievances only) nominated by the Principal.

Term: Term of nominated members of Grievance Redressal Committee shall be for two years.



5. Grievance Redressal Procedure

5.1 For Students

- a. Written complaint is to submitted to the mentor / class teacher/principal or sent via email to the Principal.
- b. The complaint is forwarded to the Grievance Redressal Committee within 3 working days.
- c. Within 15 working days of receiving the complaint, the Grievance Redressal Committee may constitute an enquiry to investigate the matter.
- d. The Grievance Redressal Committee must send its report with recommendations, if any, to the principal of the college and a copy thereof to the aggrieved student within 7 working days.
- e. The law of natural justice shall be observed and a fair hearing to the complaint and concerned person(s) shall be given at all levels.

5.2 For Employees

- a. Grievance must be registered in writing and submitted to the Grievance Redressal Committee by the complainant.
- b. Within 5 working days the Grievance Redressal Committee must meet to assess the nature of the grievance and the procedure to be adopted.
- c. Within 15 working days of having received the complaint, the committee may constitute an enquiry to investigate the matter.
- d. The Grievance Redressal Committee must send its report with recommendations, if any, to the principal of the college and a copy thereof to the aggrieved employee within 7 working days.
- e. If the grievance is not redressed by the Grievance Redressal Committee to the satisfaction of the complainant, the matter may be escalated to the Higher Authorities.
- f. The Higher Authority may address the issue within a period of four to six weeks of the receipt of the complaint. The decision of the Higher Authority shall be final and binding and there shall be no further appeal in the matter.

The law of natural justice shall be observed and a fair hearing to the complainant and concerned persons shall be given at all levels.



DISCLAIMER

The '**Grievance Redressal Policy**' is not a legal document. It has been created solely for reference purpose of stakeholders of Post Graduate Government College for Girls, Sector 42, Chandigarh. The college reserves the right to amend the policy as and when required. All efforts have been made to avoid errors and omissions. However, any error or omission made inadvertently would be rectified if brought to the notice of the authorities.