



5.1.5: Student Grievance Redressal Mechanism

**GOSWAMI GANESH DUTTA
SANATAN DHARMA COLLEGE
SECTOR 32 C, CHANDIGARH**

**Dr. Ajay Sharma
Principal**



**Goswami Ganesh Dutta Sanatan Dharma College,
Sector 32 C, Chandigarh**

5.1.5: Student Grievance Redressal Mechanism

The College has an effective and objective multi-tier Grievance Redressal Mechanism, consisting of several forums and committees that focus on careful and sensitive handling of student grievances.

Students may register their grievances through the following channels

1. The aggrieved student(s) may directly approach the Convenor of appropriate committee with a written application or through email.
2. In case of ragging related grievances, the aggrieved student (s) may directly inform any of the members of the Anti-Ragging Committee and/or Anti-Ragging Cell, on mobile. The details of the Anti-Ragging Committee and Anti Ragging Cell are published on the website.
3. Grievances, on plain paper, may be posted in complaint boxes fixed around the campus.
4. For matters of teaching-learning and internal assessment, students are advised to first express their grievance to the concerned faculty members. On non-resolution of grievance, the student may approach the Registrar with a written application or through email.
5. The Head of the Department, or the Coordinator Concerned after verifying the facts will try to redress the grievance within a week of the receipt of application of the student. If the student is not satisfied with the verdict or solution of the Head of the Department or the Coordinator Concerned, Aggrieved student (s) may also submit their grievance in writing or through email to the Principal, Goswami Ganesh Dutta Sanatan Dharma College.
6. While dealing the complaint, the Committee will observe law of natural justice and hear the complainant and concerned people.



7. While passing an order on any Grievance at any level, the relevant provisions of Act/Regulations should be kept in mind and no such order should be passed in contradiction of the same.

Student Grievance Redressal

Nature of Grievance	Category of Grievance	Whom to contact
Academic	Admissions	Dean Admissions
	Teaching-Learning	Head of the Departments
	Internal Assessment & Attendance	Registrar
Non-Academic	Discipline in the College	DSW of the College
	Discrimination on the basis of Caste, Creed, Ethnicity, Disability, Gender, Language, Region and Religion,	Equal Opportunity Cell Members
	Infrastructure	Estate Officer of the College
	Ragging	Convenor Anti-Ragging Committee
	Residential	Wardens of respective hostels
	Financial	Superintendent of the College
	Sexual Harassment	Chairperson Or Members CCASH Committee.
General	For grievances in any other matter other than the above	Convenor Student Grievance Redressal Committee

The appellate authority for all matters of student grievance at College level is the Principal