

Govt. Bikram College of Commerce
Patiala



POLICY DOCUMENT ON STUDENTS'
GRIEVANCE REDRESSAL

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Govt. Bikram College of Commerce, Patiala (GBC) is a center of excellence in Commerce education affiliated to the Punjabi University, Patiala. GBC aims to provide a vibrant academic environment for its students thereby facilitating an enriching learning experience. The institute strongly believes that the students are the main stakeholders. Keeping students' welfare as our highest priority and to fulfill obligations as prescribed by various regulatory agencies. The college hereby declares its Students Grievance Redressal Policy. The purpose of this policy is to set forth the principles and procedures to be followed in the matter of receiving, handling, responding and resolving grievances raised by students.

Objectives of Grievance Redressal Policy:

- To provide an enhanced level of satisfaction to the students who are important stakeholders of GBC.
- To maintain a harmonious relationship among students, teachers and non-teaching staff.
- To create an environment in which students can freely express their grievances without fear of discrimination and victimisation.
- To provide a time-bound and effective mechanism for redressal of student grievances and thereby enhance their satisfaction.

Principle of Grievance Redressal Policy:

The Institution has the following principle in matter of resolving students grievances (including sexual harassment and ragging cases):

- Implementation of guidelines of statutory/regulatory bodies.
- Creating awareness among students regarding zero tolerance policy with respect to sexual harassment and ragging cases.
- Mechanism for submission of online/offline students' grievances.
- Timely redressal of the grievances through appropriate committees.

In view of the above said principles, GBC has constituted a Committee for redressal of student grievances in accordance with the norms laid down by regulatory bodies.

Grievance receiving mechanism:

Students may register their grievances through the below given means:

- The aggrieved student(s) may directly approach the Convener of appropriate committee with a written application or through email.
- In case of ragging related grievances, the aggrieved student (s) may directly inform any of the members of the Anti-Ragging Cell, or even their mentors on mobile. The details of the Anti Ragging Cell are published on the website.
- Grievances, on plain paper, may be posted in complaint boxes fixed around the campus.

- 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.

Grievance redressal mechanism :

- After the receipt of the application from the aggrieved, the convener of Grievance redressal committee shall fix the date, time and venue of the meeting after having a discussion with the members.
- The meeting shall be scheduled within ten days of receipt of the application. All relevant papers shall be circulated as hard / soft copy to all the members on or before the date of the meeting.
- After scheduling the meeting, a hard copy of the notice must be sent to the applicant to be present in the meeting and convey his or her grievances before the Committee and the acknowledgement of receipt would be placed on record.
- In case of a minor student (applicant), the student may be accompanied by his or her natural / legal guardian (either father or mother). No other person shall be allowed in the meeting.
- While dealing the complaint, the Committee will observe law of natural justice and hear the complainant and concerned people.
- The Committee members are expected to deliberate upon the case, the grievance of the applicant and the rules laid down by the institute. The brief facts, evidences and final recommendations by the Committee members shall be recorded in the format of minutes of the meeting.
- The minutes shall be circulated to all the members of the Grievance Committee for their signatures.
- The decision of the Grievance Committee shall be communicated in writing to the applicant at the earliest.
- The appellate authority for all matters of student grievance at College level is the Principal.

Grievance Redressal Committee :

S.No.	Name	Designation & Department	Role
1.	Dr. Vaneeta Rani	Associate Professor, Department of Commerce	Convener
2.	Prof. Ram Kumar	Assistant Professor, Department of Computer	Member
3.	Dr. Apra	Assistant Professor, Department of Commerce	Member
4.	Dr. Rekha Rani	Assistant Professor, Department of Commerce	Member
5.	Dr. Reetu Kapoor	Assistant Professor, Department of Commerce	Member

Anti Ragging Cell:

S.No.	Name	Designation & Department	Role
1.	Dr. Jyoti Tirthani	Assistant Professor, Department of Commerce	Convener
2.	Dr. Jaspreet Kaur	Assistant Professor, Department of Math	Member

Anti Sexual Harassment Committee:

S.No.	Name	Designation & Department	Role
1.	Dr. Vanecta Rani	Associate Professor, Department of Commerce	Convener
2.	Smt. Sukhbir Kaur	Librarian	Member
3.	Dr. Reetu Kapoor	Assistant Professor, Department of Commerce	Member



Jyoti Tirthani
Criterion Incharge

R. S. D.
Co-ordinator
NAAC
Govt. Bikram College of
Commerce, Patiala.

J. S. D.
Principal
Govt. Bikram College
of Commerce, Patiala.