



The Grievance Redressal Cell

The Grievance Redressal Cell aims to look into the complaints lodged by any students and redress it as per requirement. Promote the welfare of students, Pt. Shyamacharan Shukla college has a robust mechanism for handling student grievances related to academic and non-academic matters.

Structure of the cell –

Dr. Shabnoor Siddiqui (Principal)	- Chairman
Dr. Sunita Dubey (Asst. Prof. Dept. of Commerce)	- Convenor
Dr. G Nag Bhargavi (Asst. Prof. Dept. of Physics)	- Member
Dr. Swati Sharma (Asst. Prof. Dept. of Economics)	- Member
Dr. C L Sahu (Asst. Prof. Dept. of Hindi)	-Member
Shri Prashant Rath (Asst. Prof. Dept. of Political Science)	-Member
Shri Radhe lal Kashyap	-Member
Tikeshwari (B.Sc – II)	- Student Member
Nidhi Sahu (B.A – II)	- Student Member
Isha Verma (B.Com- II)	- Student Member

Objectives

The main objective of the Grievance Cell is to promote and maintain a conducive and harmonious educational environment among the students. The Students' Grievance Cell is constituted for the redressal of the problems reported by the students of the College.

- Grievance cell is formed in order to keep the healthy working atmosphere amongst staff, students and parents.
- This cell helps Students to record their complaints and solve their problems related to academics, resources and personal grievances freely and frankly without any fear of victimization.
- To keep the dignity of the college high by ensuring conflict free atmosphere in the College by promoting good Student-Student relationship and Student-teacher relationship.
- To ensure effective solution to the student grievances with an impartial and fair approach.
- In order to advising Students of the College to respect each other and be patient whenever any occasion of conflict arises.
- To advise all the students to refrain from stirring up students against other students, teachers and College administration.

Exclusions

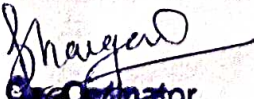
The grievance Redressal cell shall not entertain the following issues:


- Decisions of the executive council, academic council, board of studies and other administrative or academic committees constituted by the university.
- Decisions with regard to award of scholarship, fee concessions, medals etc.
- Decisions made by the university with regard to disciplinary matters and misconduct.
- Decisions of the university about admissions in any courses offered by the institute.
- Decisions by competent authority on assessment and examination result.

Redressal Mechanism

- Complaint given by the student in written, oral complaints and also complaints dropped in complaint box, all will be entertained in same manner.
- For academic and exam related grievances a WhatsApp group is also created by college administration. The main objective of this group is facilitating the student's issues by conveying the university officials so as to address the issue as early as possible.
- The complaint box will be opened by the committee on the last working day of each month. In case of if the last working day is holiday, then it will be opened a day before or after.
- On the basis of complaints received and after discussion by the committee a final report will be prepared by the committee and presented before the principal for necessary action.
- The complaints will be resolved as soon as possible.


Convenor


Coordinator
Internal Quality Assurance Cell
Govt. P.G. College, Dharsiwa (C.G.)
Shukla


Principal
शासकीय पं. श्यामाचरण शुक्ल महाविद्यालय
धरसीवां, रायपुर (छ.ग.)