

**GOVERNMENT COLLEGE OF COMMERCE AND ECONOMICS,  
BORDA-MARGAO, GOA  
Affiliated to the Goa University**

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### **GRIEVANCE REDRESSAL POLICY**

The College is empathetic and responsive to grievances of the students. Several mechanisms are in place in order to address grievances of students arising on campus. Depending on the nature of grievance, the student can approach:

- ✓ The Student Grievance Redressal Committee (Examinations)
- ✓ The Internal Complaints Committee (Sexual harassment)
- ✓ The Anti-Ragging Committee (Ragging)
- ✓ Discipline Committee (Cases of indiscipline on campus to be addressed)
- ✓ The Principal.

Students can address their grievances or complaints if any to the above listed committees and seek redressal. The Committees are required to scrutinize the compliant/grievance received and provide redressal for the same at the earliest.

Information related to the statutory committees in respect of statutes and ordinances and committee members is uploaded on the college website for ready reference.

The Committees will address grievances/complaints received with due diligence and within the stipulated time period. The Statutory Committees are also required to conduct regular meetings, minute the meetings and maintain records.

### **ONLINE GRIEVANCE MECHANISM**

An online mechanism for submission of grievances has also been made available on the college website as of 2022.

### ***Who can submit grievances?***

The following stakeholders can submit their grievances online

- ✓ Students
- ✓ Teachers
- ✓ Parents
- ✓ Employers
- ✓ Any other stakeholder.

### ***Operational Mechanism***

- ✓ The Complainant or stakeholder with grievance will submit the grievance by filling in the google form available under the IQAC tab (Submission of Online Grievances) by logging into the college website.
- ✓ The college administration/ Head clerk is responsible for checking the complaints/grievances received every alternate day.
- ✓ Grievances received will be then forwarded to the College Principal.
- ✓ Upon scrutiny, the College Principal will forward the complaint/grievance depending upon the nature of complaint/grievance made to the appropriate committee constituted for the purpose.
- ✓ The Committee members, on receipt of the complaint/grievance will peruse through the same, conduct and inquiry if necessary and recommend/provide suitable redressal.
- ✓ The committee will have to maintain records /minutes of complaints/grievances received and submit the same along with action taken reports to the college office at the end of the academic year.