

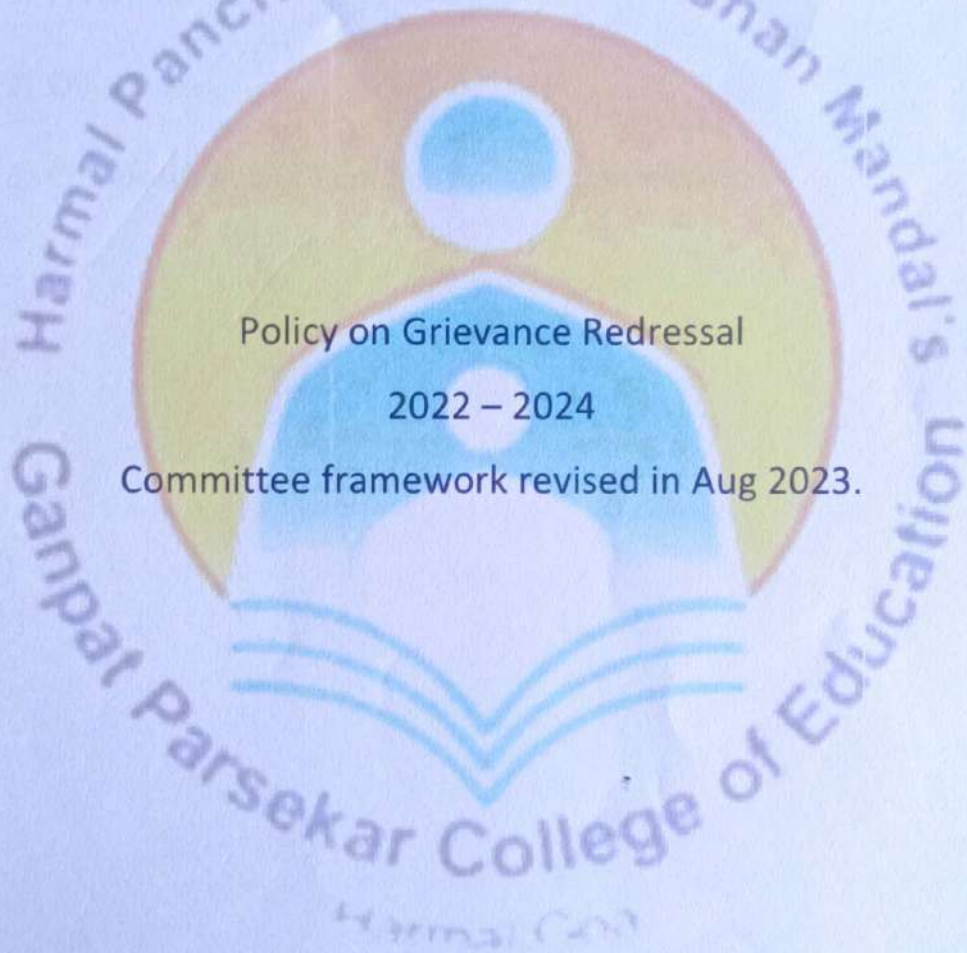


Harmal Panchakroshi Shikshan Mandal's

GANPAT PARSEKAR COLLEGE OF EDUCATION

(Affiliated to GOA UNIVERSITY and Recognized by NCTE)

Vidya Sankul, Bhom Plateau , Harmal - Goa, 403524



Policy on Grievance Redressal

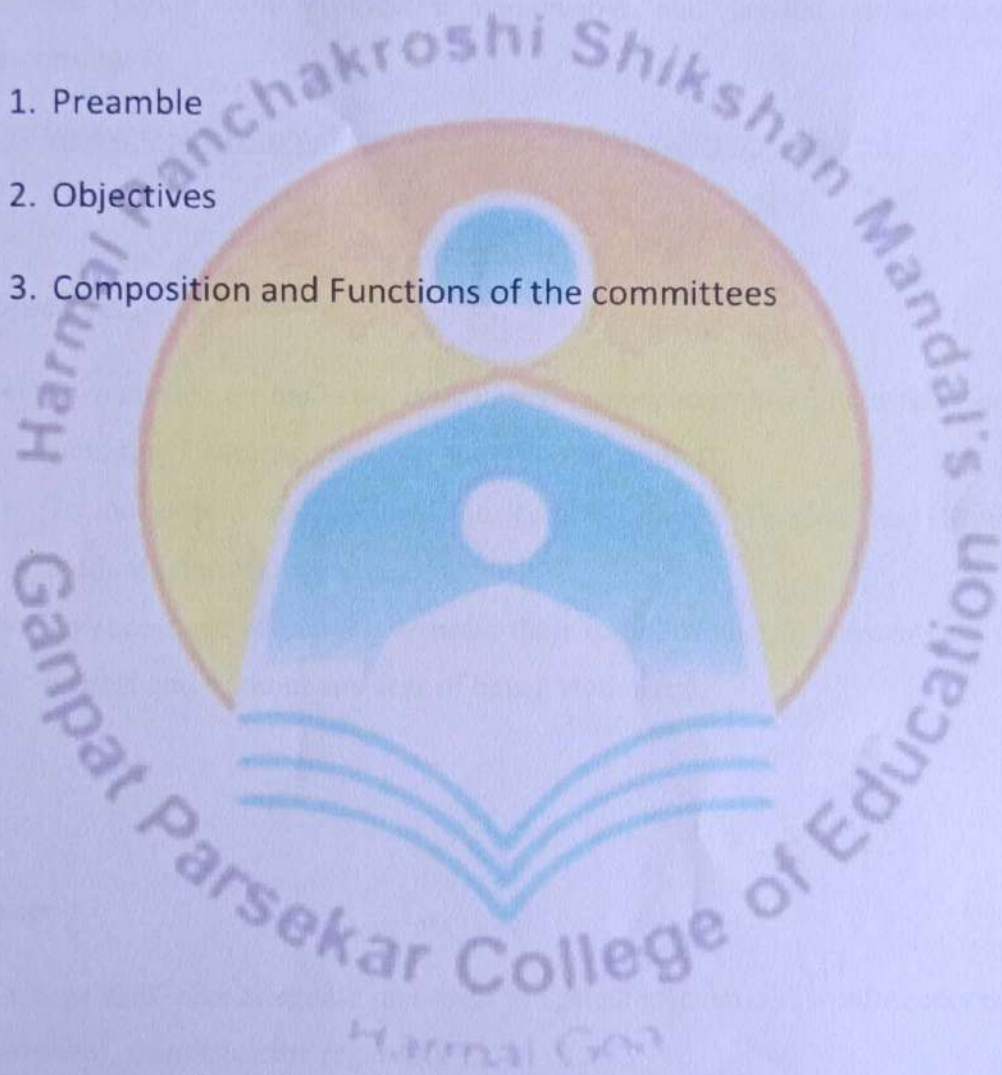
2022 - 2024

Committee framework revised in Aug 2023.



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Preamble

Ganpat Parsekar College of Education aims to provide a congenial, inclusive, and respectful learning environment and student support. Student grievance redressal policy will provide a responsible and cordial student-teacher relationship.

https://www.ugc.gov.in/pdfnews/2813028_SG-Regulations-2019.pdf

Objectives

- To maintain an inclusive educational atmosphere throughout the campus including Learning resources and Student support.
- To develop a responsible and cordial Student-Teacher and Student-Student relationship
- To encourage students to express their concerns and grievances with self-respect and without any fear of being victimized.

Policy :

- College shall take adequate measures to collect grievances in online mode (e-grievance), from students regarding

1. Admission to programmes, certificate courses
2. Attendance
3. General student life on campus



4. Fee payment

5. Admission Reservation

6. Certificates and scholarships

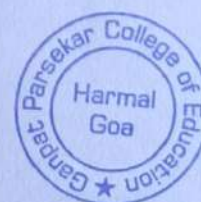
7. Examination and related affairs

8. Access to facilities including a library, computer labs, internet centre, playgrounds, canteen, gymnasium, and cultural facilities.

- College shall establish a Grievance Redressal Cell to address the grievances from students.
- There shall be separate committees for -
 - a) Anti-Ragging Committee
 - b) Examination Grievances Redressal Cell
 - c) Internal complaint committee
 - d) College Grievance Redressal Cell
 - e) SC/ST committee
 - f) Grievance Redressal Cell for Differently Abled Students which should work under the College Grievance Redressal Cell.
- Confidentiality of the identity of the complainant and grievance should be maintained as much as possible.

Stipulated time for grievance redressal –

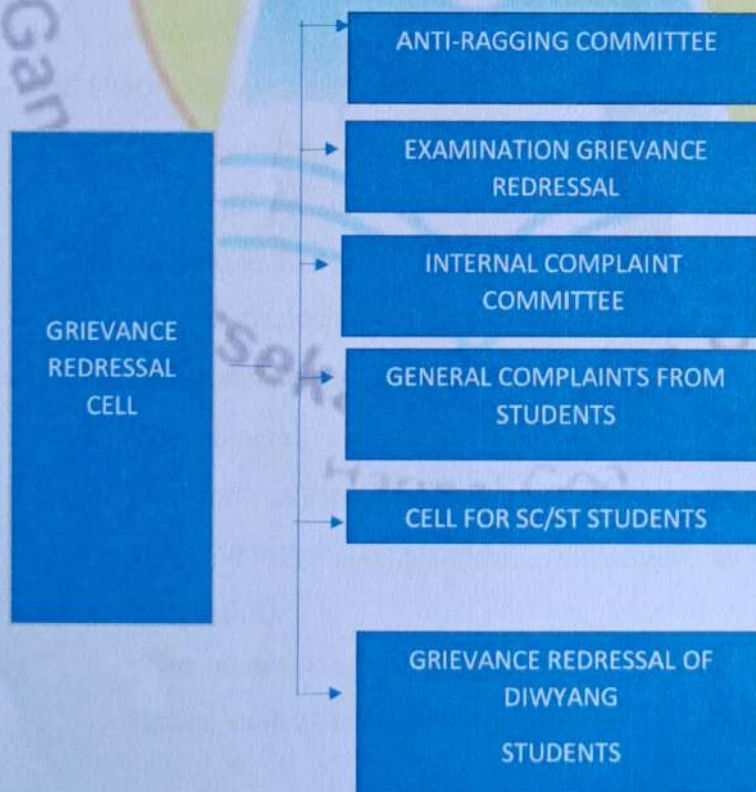
(UGC e-samadhan: A step forward: Service to Stake Holders)



Sl. no	Subject Matter	Maximum time limit to reply
1	Ragging/ Gender Issue	As per the existing norms
2	Student's related matters	20 working days
3	Teaching/Non-Teaching issues	15 working days
4	University/ College/any other matter	20 working days

Structure of grievance redressal cell-

- The grievance redressal cell shall be the umbrella under which six separate committees will be working



FUNCTIONS OF COMMITTEES-

• **ANTI-RAGGING COMMITTEE:**

1. Ragging in all its forms is prohibited in the College Campus, including the departments, all its premises (academic, residential, sports, canteen, restrooms etc.), within the campus or outside it and all means of public or private transportation.
2. Each student of the college shall follow College Anti Ragging Guidelines ([Microsoft Word - Anti-ragging Policy 2022-23 \(gpcoe.edu.in\)](#))

• **EXAMINATION GRIEVANCES REDRESSAL CELL:**

1. The Examination Grievance redressal cell should handle All examination-related grievances including exam registration, revaluation, special exams, etc.
2. Senior supervisor shall be the convener of the Examination redressal cell

• **INTERNAL COMPLAINT COMMITTEE:**

1. Grievance redressal cells for women should address the gender-related disturbances against women.
2. All sexual harassment cases should be handled with utmost care without disclosing the identity of the victim

• **COLLEGE COMPLAINTS COMMITTEE (GCC):**

1. The general complaints committee shall be headed by the convener of the College Grievance Committee ([gpcoe.edu.in/wp-content/uploads/2023/05/UGC_regulations-harassment-Policy.pdf](#)).
2. The committee will accept grievances that include disciplinary issues, student-student and student-teacher frictions etc.



- **CELL FOR SC/ST STUDENTS:**

1. Academic and non-academic grievances of SC/ST students should be addressed by this cell.
2. Committee should meet the students every two months and enquire about their requirements.

- **GRIEVANCE REDRESSAL CELL FOR PERSONS WITH DISABILITIES:**

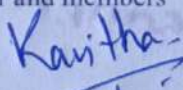
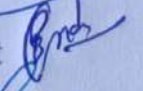
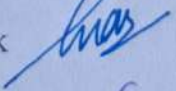
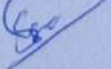
1. Students with disabilities are guided to raise their consent and grievances to the Grievance redressal cell for persons with disabilities.
2. Convener of this committee shall be the coordinator of the disability cell.
3. Committee should meet the students every two months and enquire about their requirements.

Online Collection of grievances is through the following link

grievance@gpcoe.edu.in

- *Decision of the Principal is final and binding on the policy, however the policy can be amended, when required, with the consultation of IQAC and approval of the Principal.*

Created by – IQAC Coordinator and members

1. Ms Kavitha Nair 
2. Dr Pandurang Pandit 
3. Mr Pritesh Naik 
4. Mr Sachin Gaonkar 



Verified and approved by

Signature of Officiating Principal -



College seal

