



Gopinath PG College

(Salamatpur, Uttar Pradesh 275201)



STUDENT GRIEVANCE REDRESSAL MECHANISM MANUAL

(In line with UGC (Grievance Redressal of Students) Regulations, 2018)


Principal

Gopinath P.G. College
Devali, Salamatpur-Ghazipur

Gopinath PG College

(Salamatpur, Uttar Pradesh 275201)

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Gopinath PG College

(Salamatpur, Uttar Pradesh 275201)

GRIEVANCE REDRESSAL POLICY

1. Preamble

Gopinath PG College is committed to providing a safe, inclusive, transparent, and student-centric academic environment that supports holistic development and academic excellence. The institution recognizes that an effective grievance redressal mechanism is essential to uphold students' rights, maintain institutional discipline, and promote trust, fairness, and accountability within the campus ecosystem.

Affiliated to **Veer Bahadur Singh Purvanchal University, Jaunpur** and **U.P. Rajarshi Tandon Open University, Prayagraj (Allahabad)**, and functioning under the regulatory oversight of statutory bodies such as the **University Grants Commission (UGC)** and the **National Council for Teacher Education (NCTE)**, Gopinath PG College adopts this Student Grievance Redressal Policy to address student concerns in a structured, timely, and impartial manner.

This policy aims to ensure that grievances related to academic matters, administrative processes, examination-related issues, infrastructure, student services, or any form of unfair treatment are addressed through a clearly defined institutional framework, while safeguarding the dignity, confidentiality, and welfare of all students.

The policy reflects the institution's commitment to good governance, ethical practices, student welfare, and continuous institutional improvement through participatory, responsive, and transparent mechanisms.

2. Objective

The objectives of the Student Grievance Redressal Policy of **Gopinath PG College** are to:

1. Provide a **fair, transparent, and accessible mechanism** for students to raise grievances related to academic, administrative, and institutional matters.
2. Ensure **timely and impartial redressal** of student grievances through a structured and well-defined process.
3. Promote a **student-friendly and supportive learning environment** by addressing concerns that may affect academic performance, well-being, or campus life.

4. Encourage **open communication and trust** between students and the institution by resolving issues at the earliest possible level.
5. Safeguard students against **arbitrary decisions, discrimination, or unfair practices**, while upholding institutional discipline and ethical standards.
6. Use grievance-related feedback as a tool for **continuous improvement** in academic delivery, student services, and institutional functioning.
7. Ensure compliance with applicable **university and statutory guidelines**, while maintaining institutional autonomy in grievance handling.

3. Scope & Applicability

This Student Grievance Redressal Policy of **Gopinath PG College** shall apply to all students admitted to the college under various programmes offered through its affiliating universities.

Scope:

This policy covers grievances related to, but not limited to, the following areas:

1. Academic Matters

- Teaching–learning processes
- Evaluation, internal assessment, and examination-related issues
- Attendance, curriculum delivery, and academic support services

2. Administrative Matters

- Admission-related issues
- Fee-related concerns
- Issuance of certificates, documents, and records

3. Infrastructure & Facilities

- Classrooms, laboratories, library, ICT facilities
- Hostels, sanitation, drinking water, and campus amenities

4. Student Services & Welfare

- Scholarships and financial assistance
- Placement support, mentoring, and guidance services
- Support services provided by various institutional cells

5. Institutional Environment

- Unfair treatment, discrimination, or bias
- Any action or inaction affecting student dignity and well-being

Applicability:

- This policy is applicable to **all regular and enrolled students** of Gopinath PG College, irrespective of programme, year of study, or mode of learning.
- The policy does **not cover matters related to disciplinary actions** that fall under separate disciplinary or statutory procedures, unless specifically referred to the grievance redressal mechanism.
- Grievances already under the jurisdiction of courts or statutory authorities shall not be entertained under this policy.

4. Regulatory Framework

The Student Grievance Redressal Policy of **Gopinath PG College** is formulated in alignment with the prevailing norms, guidelines, and advisories issued by relevant statutory and regulatory authorities governing higher education in India, as well as the affiliating universities.

This policy draws guidance from:

1. University Grants Commission (UGC)

- Regulations and guidelines related to student grievance redressal mechanisms in higher educational institutions
- Advisory provisions ensuring transparency, fairness, and student welfare

2. National Council for Teacher Education (NCTE)

- Applicable norms related to student support systems and institutional accountability in teacher education programmes

3. Affiliating Universities

- Statutes, ordinances, rules, and examination regulations of
 - *Veer Bahadur Singh Purvanchal University, Jaunpur*
 - *U.P. Rajarshi Tandon Open University, Prayagraj (Allahabad)*

4. General Principles of Good Governance in Higher Education

- Natural justice
- Equity and inclusiveness
- Accountability and transparency
- Student-centric institutional practices

The policy shall be read in harmony with the rules, regulations, and ordinances of the affiliating universities and statutory bodies. In case of any conflict, the provisions prescribed by the competent statutory authority shall prevail.

5. Grievance Redressal Structure

Gopinath PG College has established a structured and multi-tier grievance redressal mechanism to ensure that student grievances are addressed in a fair, timely, and transparent manner. The mechanism is designed to resolve issues at the institutional level while ensuring accountability and accessibility for all students.

The grievance redressal structure comprises the following components:

1. Student Grievance Redressal Committee (SGRC)

- The SGRC shall function as the primary body responsible for receiving, examining, and resolving student grievances within the institution.
- The committee shall operate in accordance with approved institutional guidelines and ensure impartial decision-making.

2. Head of the Institution

- The Principal shall provide overall oversight to the grievance redressal process and ensure effective implementation of policy provisions.

- The Principal may review cases, provide guidance, and ensure corrective measures where required.

3. **University-Level Grievance Redressal / Ombudsperson (as applicable)**

- In cases where grievances are not resolved satisfactorily at the institutional level, students may approach the grievance redressal mechanism or Ombudsperson designated by the affiliating university, as per applicable rules.

The structure emphasizes:

- **Accessibility** for students
- **Timely resolution** of grievances
- **Impartiality and fairness** in decision-making
- **Confidential handling** of sensitive matters

This tiered approach ensures that grievances are resolved at the lowest appropriate level while providing an escalation mechanism when necessary.

6. **Student Grievance Redressal Committee (SGRC)**

Gopinath PG College shall constitute a **Student Grievance Redressal Committee (SGRC)** to address and resolve student grievances in a systematic, fair, and time-bound manner.

Constitution of SGRC:

The SGRC shall consist of the following members:

1. **Principal** – Chairperson
2. **One Senior Faculty Member** – Member
3. **One Faculty Member (preferably from a different department)** – Member
4. **One Administrative Representative** – Member
5. **One Student Representative** – Member

(The composition shall ensure gender sensitivity and representation from diverse academic backgrounds, as far as practicable.)

Functions of SGRC:

The SGRC shall:

1. Receive and acknowledge grievances submitted by students.
2. Examine the nature and validity of grievances in an impartial manner.
3. Provide an opportunity of hearing to the aggrieved student(s), where required.
4. Recommend appropriate corrective or remedial measures.
5. Ensure resolution of grievances within the prescribed timelines.
6. Maintain proper documentation and records of grievances and resolutions.
7. Submit periodic reports to the Head of the Institution for review and monitoring.

Tenure & Meetings:

- The SGRC shall be constituted for a defined tenure as notified by the institution.
- The committee shall meet as and when required, and at least once in a semester, or more frequently depending on the volume and nature of grievances.

7. Ombudsperson

To ensure an additional level of fairness and impartiality in the grievance redressal process, provision is made for students of **Gopinath PG College** to approach the **University-level Ombudsperson**, as notified by the affiliating university, in cases where grievances are not resolved satisfactorily at the institutional level.

Role of the Ombudsperson:

The Ombudsperson shall:

1. Act as an independent and neutral authority for reviewing unresolved student grievances.
2. Examine appeals against decisions of the Student Grievance Redressal Committee, where applicable.

3. Provide recommendations or directions in accordance with the rules and procedures of the affiliating university.
4. Ensure that principles of natural justice and fairness are upheld in grievance resolution.

Access to the Ombudsperson:

- Students may approach the Ombudsperson only **after exhausting the institutional grievance redressal mechanism.**
- The procedure, format, and timelines for approaching the Ombudsperson shall be governed by the rules of the respective affiliating university.

The college shall facilitate students by providing necessary information and guidance regarding the process of approaching the University Ombudsperson, wherever applicable.

8. Procedure for Filing a Grievance

Gopinath PG College provides a clear and student-friendly procedure for filing grievances to ensure accessibility, transparency, and timely resolution.

Steps for Filing a Grievance:

1. Identification of Grievance

- A student who feels aggrieved due to any academic, administrative, or institutional matter may initiate the grievance redressal process.

2. Submission of Grievance

- The grievance shall be submitted in the prescribed format through the approved modes of submission as notified by the college.
- The grievance should clearly mention:
 - Name and enrolment number of the student
 - Programme and year of study
 - Nature and details of the grievance

- Supporting documents, if any

3. Initial Scrutiny

- Upon receipt, the grievance shall be examined to determine its admissibility and relevance under the scope of this policy.
- Anonymous or vague complaints may not be entertained unless supported by verifiable evidence.

4. Forwarding to SGRC

- Admissible grievances shall be forwarded to the Student Grievance Redressal Committee for further action.

The institution encourages students to raise grievances promptly to enable effective and timely redressal.

9. Modes of Submission

Students of **Gopinath PG College** may submit their grievances through any of the following approved modes to ensure ease of access and timely reporting:

1. Written Submission

- Grievances may be submitted in writing to the college office or to the designated grievance cell.

2. Grievance Drop Box

- A grievance/suggestion drop box shall be placed at a prominent and accessible location on the campus for students to submit written grievances.

3. Online Mode

- Grievances may be submitted through the grievance redressal section available on the official college website or via the officially notified email address, wherever applicable.

4. Through Faculty / Mentor (if required)

- Students may seek assistance from a faculty mentor or class teacher for submitting grievances, especially in cases requiring guidance or support.

All submissions shall be treated with due seriousness and confidentiality.

10. Acknowledgment

Upon receipt of a grievance, **Gopinath PG College** shall ensure that the student is formally acknowledged in a timely manner.

1. Every grievance received through approved modes shall be **recorded and acknowledged** by the designated authority.
2. An acknowledgment shall be provided to the student **within a reasonable timeframe**, indicating that the grievance has been received and is under process.
3. The acknowledgment may include:
 - Reference or registration number of the grievance
 - Date of receipt
 - Brief information about the next steps in the grievance redressal process
4. In case of online or email submissions, acknowledgment may be sent through the same digital mode.

This process ensures transparency and assures students that their concerns are being taken up for review.

11. Timelines for Resolution

Gopinath PG College is committed to resolving student grievances in a **time-bound and efficient manner**, while ensuring fairness and due process.

1. Initial Review

- Every grievance shall be reviewed by the Student Grievance Redressal Committee within **7 working days** from the date of acknowledgment.

2. Resolution Process

- The SGRC shall examine the grievance, seek clarifications if required, and recommend appropriate corrective measures.

- Wherever possible, grievances shall be resolved within **15 working days** from the date of receipt.

3. Extension of Time

- In cases involving complex issues or requiring consultation with external authorities, the resolution period may be extended.
- The student shall be informed about the reasons for delay and the expected timeframe.

4. Communication of Decision

- The final decision or resolution shall be communicated to the student in writing or through official digital channels.

Timely redressal of grievances reinforces institutional accountability and student confidence in the system.

12. Escalation Mechanism

Gopinath PG College follows a structured escalation mechanism to ensure that student grievances are addressed satisfactorily at appropriate levels.

1. Institutional Level

- Students are encouraged to first seek resolution through the Student Grievance Redressal Committee (SGRC).
- The SGRC shall make every effort to resolve grievances in a fair and timely manner.

2. Review by Head of the Institution

- If a student is not satisfied with the decision of the SGRC, the matter may be brought to the notice of the Principal for review and guidance.

3. University-Level Mechanism / Ombudsperson

- In cases where the grievance remains unresolved or the student is dissatisfied with the institutional response, the student may escalate the matter to the grievance redressal mechanism or Ombudsperson designated by the affiliating university, as per applicable rules.

The escalation mechanism ensures that students have access to higher authorities while encouraging resolution at the institutional level wherever possible.

13. Record-Keeping & Reporting

Gopinath PG College ensures proper documentation, monitoring, and reporting of all student grievances to maintain **transparency, accountability, and institutional learning**.

1. Grievance Register

- All grievances received shall be entered in a **Grievance Register** (physical or digital), capturing details such as:
 - Date of receipt
 - Student name and enrollment number
 - Nature of grievance
 - Mode of submission
 - Action taken and status

2. Documentation of Proceedings

- Minutes of SGRC meetings, evidence reviewed, and decisions made shall be systematically recorded and maintained.

3. Periodic Reporting

- The SGRC shall prepare **quarterly or semester-wise reports** summarizing grievances received, resolved, and pending.
- These reports shall be submitted to the Principal for review.

4. Data for Institutional Improvement

- Grievance data shall be analyzed to identify recurring issues and gaps in academic, administrative, or support services.
- Insights from grievance trends shall inform policy updates and institutional planning.

5. Confidentiality

- Records of grievances shall be maintained with strict confidentiality to protect the privacy and rights of students.

14. Awareness & Communication

Gopinath PG College emphasizes creating **awareness among students** about the grievance redressal mechanism to ensure accessibility, transparency, and active participation.

Key Measures for Awareness:

1. Orientation & Induction Programs

- All newly admitted students shall be oriented on the grievance redressal policy and procedures during induction programs.

2. Information on College Website

- Details about the Student Grievance Redressal Committee, procedures, forms, and contact points shall be clearly available on the official college website.

3. Notice Boards & Posters

- Key information about grievance submission procedures and the SGRC shall be displayed at prominent locations on campus, including classrooms, library, and administrative offices.

4. Digital Communication

- Email, official WhatsApp groups, and other digital platforms may be used to inform students about grievance submission modes, timelines, and committee contact details.

5. Faculty & Mentor Support

- Faculty mentors and class advisors shall guide students on how to raise grievances and provide assistance if required.

6. Periodic Awareness Campaigns

- The institution shall organize awareness campaigns, workshops, or sessions periodically to reinforce the grievance redressal culture and educate students about their rights and responsibilities.

This ensures that students are **well-informed, confident, and empowered** to seek redressal in case of any concerns.

15. Confidentiality & Non-Retaliation

Gopinath PG College ensures that all grievances are handled with **strict confidentiality** and that students can raise concerns **without fear of retaliation**.

Key Principles:

1. Confidential Handling

- All grievance-related information, documents, and proceedings shall be treated as confidential.
- Access to grievance records shall be restricted to authorized personnel involved in the resolution process.

2. Protection from Retaliation

- Students raising a grievance in good faith shall not face any form of retaliation, discrimination, or adverse action from peers, faculty, or administration.

3. Anonymous Grievances

- Where appropriate and feasible, the college may entertain **anonymous grievances**, ensuring that confidentiality is preserved while investigating the matter.

4. Ethical Conduct of Committee Members

- SGRC members and institutional authorities shall handle grievances **ethically, professionally, and impartially**, without revealing identities or sensitive information unnecessarily.

These measures foster a **safe and supportive environment**, encouraging students to voice concerns freely and ensuring institutional accountability.

16. Monitoring & Review Mechanism

Gopinath PG College ensures that the grievance redressal system is **effective, accountable, and continuously improved** through structured monitoring and review processes.

Key Measures:

1. **Periodic Review by Principal**

- The Principal shall review grievance reports submitted by the SGRC periodically (at least once every semester) to assess effectiveness, identify trends, and ensure timely resolution.

2. **Evaluation of Grievance Data**

- Grievance records and reports shall be analyzed to identify recurring issues, gaps in academic or administrative processes, and areas requiring improvement.

3. **Feedback Mechanism**

- Students may provide feedback on the grievance redressal process to help enhance transparency, responsiveness, and efficiency.

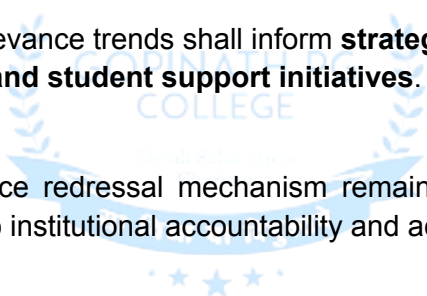
4. **Policy Update**

- Based on review findings and regulatory guidelines, the grievance redressal policy may be **revised periodically** to address emerging needs and ensure compliance with university and statutory norms.

5. **Institutional Learning**

- Insights from grievance trends shall inform **strategic planning, quality enhancement, and student support initiatives.**

This ensures that the grievance redressal mechanism remains **dynamic, transparent, and student-centric**, contributing to institutional accountability and academic excellence.



S. Prabhakar
Principal
Gopinath P.G. College
Devali, Salamatpur-Ghazipur

ANNEXURE A

Gopinath PG College

(Salamatpur, Uttar Pradesh 275201)

Student Grievance Redressal Committee (SGRC)

Purpose:

The Student Grievance Redressal Committee (SGRC) is constituted to provide a **structured, transparent, and impartial mechanism** for addressing grievances of students in academic, administrative, and institutional matters. The committee ensures that grievances are handled in a timely manner while maintaining **confidentiality, fairness, and accountability**.

Tenure:

The committee is constituted for the **academic year 2024–25**, and the tenure of members shall be as notified by the Principal. Reconstitution may occur annually or as needed.

Composition of the SGRC (2024–25):

Designation / Role	Name & Contact Details	Responsibilities
Chairperson	Dr. Sudha Tripathi 8853673980	Provides overall leadership to the committee, ensures that grievance proceedings follow principles of fairness and natural justice, approves final decisions, and communicates outcomes to the Principal and students.
Coordinator	Dr. Anjana Tiwari 9452124655	Serves as the primary contact for students, receives grievances, maintains records, schedules committee meetings, prepares detailed reports, and ensures follow-up actions are implemented.
Faculty Member	Saurav Verma 7007377115	Reviews grievances related to academic or disciplinary matters, facilitates discussions during hearings, provides subject expertise, and recommends appropriate remedial actions.
Administrative Representative	Ankit Rai 9039615123	Supports record verification, maintains documentation, ensures accurate entry in digital grievance management systems, and assists with procedural compliance.

Student Representative (PG)	Rani Singh 9369157326	Represents postgraduate students, communicates student perspectives, ensures inclusivity of postgraduate concerns, and participates in committee deliberations.
Student Representative (UG)	Annu Yadav 6387198911	Represents undergraduate and first-year students, ensures their voices are heard, and contributes to decisions on issues affecting the wider student community.

Roles & Responsibilities :

1. Transparency & Documentation:

- All grievances received and decisions taken shall be systematically recorded in the **Grievance Register**.
- Committee proceedings, discussions, and decisions shall be documented and archived for accountability and future reference.

2. Timely Resolution:

- The committee shall follow the institutional timelines for grievance resolution to ensure prompt redressal.

3. Confidentiality & Ethics:

- Members are required to maintain strict confidentiality regarding the identity of the complainant and the details of the grievance.
- Members shall act ethically, impartially, and without bias.

4. Student-Centric Approach:

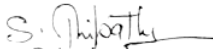
- Ensure that student concerns are addressed fairly, creating a **safe and supportive campus environment**.
- Provide guidance and support to students unfamiliar with grievance procedures.

5. Periodic Reporting & Review:

- SGRC shall submit **semester-wise reports** to the Principal summarizing grievances received, resolved, and pending, along with observations for institutional improvement.

6. Collaboration & Escalation:

- The committee may consult relevant faculty, administrative staff, or university-level authorities as necessary.
- Unresolved matters may be escalated to the **Head of Institution** or **University Ombudsperson** following institutional guidelines.


Principal
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ANNEXURE B

Gopinath PG College

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Format for Appointment Letter of Ombudsperson

Purpose:

The University Ombudsperson serves as an **independent and neutral authority** to review student grievances that remain unresolved at the institutional level. This ensures **fairness, transparency, and accountability** in grievance redressal while safeguarding the rights and welfare of students.

Appointment / Nomination:

1. The Ombudsperson is **appointed or nominated by the affiliating university** in accordance with the university's statutes, ordinances, and guidelines.
2. The Ombudsperson may be a senior faculty member, retired professor, or an administrative officer designated by the university to ensure **impartial grievance review**.
3. The term of office, roles, and responsibilities are defined by the university notification.

Roles & Responsibilities:**1. Independent Review:**

- Examine student grievances that are not satisfactorily resolved by the institutional grievance redressal mechanism.
- Ensure impartiality and adherence to principles of natural justice in all deliberations.

2. Advisory & Decision-Making:

- Provide recommendations or directives to the institution or student based on the review of grievances.
- Guide institutions on corrective actions, procedural improvements, or policy amendments if recurring issues are identified.

3. Timely Redressal:

- Review and address grievances within a **reasonable and defined timeline** prescribed by the university.

4. Documentation & Reporting:

- Maintain detailed records of grievances reviewed, actions recommended, and resolutions communicated.
- Submit periodic reports to the university authorities for monitoring and accountability.

5. Communication with Students & Institution:

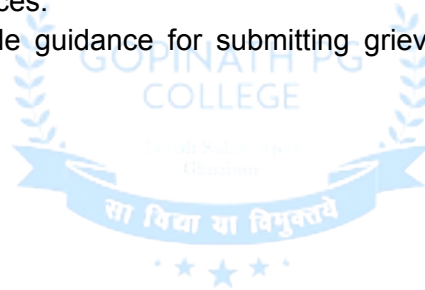
- Facilitate transparent communication between the student and the institution while maintaining **confidentiality**.
- Provide guidance to students on procedures for escalation and submission of grievances.


Escalation Protocol:

- Students of **Gopinath PG College** may approach the University Ombudsperson **only after exhausting the institutional grievance redressal process**.
- The Ombudsperson may liaise with the SGRC or Principal as required to ensure comprehensive resolution.

Contact Information:

- Students shall be informed about the Ombudsperson's contact details via the college website and official notices.
- The college will provide guidance for submitting grievances to the Ombudsperson if needed.




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ANNEXURE C

Gopinath PG College

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Student Grievance Form

1. Student Details

- Name of Student: _____
 - Course & Year: _____
 - Department/College: _____
 - Roll Number/ID: _____
 - Email ID: _____
 - Contact Number: _____
-

2. Grievance Details

- Type of Grievance (Please tick):
 - Academic (Exams, Evaluation, Attendance)
 - Administrative (Fees, Scholarships, Certificates)
 - Facilities (Library, Labs, Classrooms, Transport)
 - Harassment/Discrimination
 - Others: _____
 - Details of Grievance:

 - Date of Occurrence: _____
-

3. Action Taken So Far (if any)

4. Submission Details

- Mode of Submission: Online Email Physical Submission

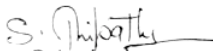
- **Date of Submission:** _____
-

5. Declaration

I hereby declare that the information provided above is true to the best of my knowledge. I understand that the grievance will be addressed confidentially and impartially by the Student Grievance Redressal Committee (SGRC).

Signature of Student: _____

Date: _____


Principal
Gopinath P.G. College
Devali, Salamatpur-Ghazipur




ANNEXURE D

Gopinath PG College

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GRIEVANCE REGISTER FORMAT

Sr. No	Date of Receipt	Name of Student	Roll No. / Dept.	Type of Grievance	Brief Description	Action Taken by SGRC	Date of Resolution	Status (Closed/Pending /Appealed)	Remarks
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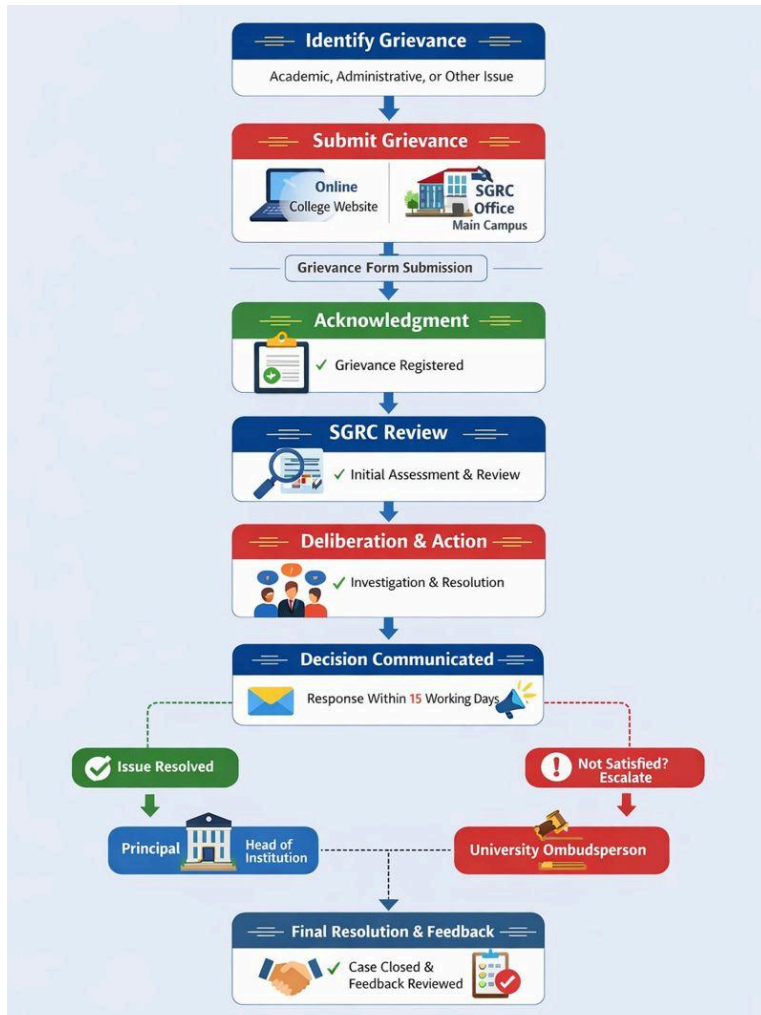


ANNEXURE E

Gopinath PG College

(Salamatpur, Uttar Pradesh 275201)

FLOWCHART



ANNEXURE F

Gopinath PG College

(Salamatpur, Uttar Pradesh 275201)

Sample Minutes of Student Grievance Redressal Committee (SGRC) Meeting

Meeting No.: 01/SGRC/2026

Date: [DD/MM/YYYY]

Time: [HH:MM AM/PM]

Venue: SGRC Office, Gopinath PG College

1. Attendance

- **Chairperson:** Principal, Gopinath PG College
 - **Members:**
 - Dr. Sudha Tripathi, Senior Faculty
 - Dr. Anjana Tiwari, Senior Faculty (Female Member)
 - Saurav Verma, Faculty Member (Other Departments)
 - Ankit Rai, Administrative Representative
 - Rani Singh, Student Representative (PG)
 - Annu Yadav, Student Representative (UG)
 - **Apologies:** [If any]
-

2. Agenda

1. Review grievances received since the last meeting.
2. Discuss resolutions proposed by SGRC members.
3. Monitor timelines for pending grievances.
4. Discuss awareness measures and communication strategies.

5. Any other matter with the permission of the Chair.
-

3. Proceedings

Welcome & Opening Remarks:

- Chairperson welcomed all members to the meeting.
- Emphasized **confidentiality, impartiality, and timely grievance resolution** as guiding principles.

Review of Grievances:

- **Grievance ID: GR/2026/001** – A student raised a concern about library access timings.
 - **Action Taken:** Library hours extended; student informed via notice and email.
 - **Status:** Resolved

Pending Grievances:

- **Grievance ID: GR/2026/003** – Complaint regarding malfunctioning lab equipment.
 - **Action Taken:** Maintenance team assigned; follow-up required.
 - **Status:** Pending

Awareness Measures:

- Committee discussed **displaying posters**, sending email reminders, and conducting **orientation sessions** to make students aware of the grievance redressal process.

Any Other Matter:

- Proposal to **review SGRC functioning quarterly** to ensure timely grievance handling.
-

4. Decisions Taken

1. Library timings extended as per grievance received.
 2. Maintenance complaints to be resolved within **15 working days**.
 3. Awareness campaign to be conducted at the **start of each semester**.
-

5. Next Meeting

- **Date:** [To be decided]
 - **Agenda:** Review pending grievances and evaluate the effectiveness of awareness campaigns.
-

Recorded By: _____
Signature of Chairperson: _____
Date: _____



S. Prakash
Principal
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ANNEXURE G

Gopinath PG College

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Grievance Redressal Awareness Poster / Template

HEADER

[Institution Logo]





Gopinath PG College

(Affiliated to Veer Bahadur Singh Purvanchal University, Jaunpur & U.P. Rajarshi Tandon Open University, Prayagraj | Approved by UGC / NCTE)

Main Heading (Bold & Centered)

“Your Voice Matters – Let Us Know Your Concerns”

SECTION 1: Key Messages / Slogans

-  **“Raise Your Voice – We Are Here to Listen.”**
 -  **“Fair, Transparent, and Quick Redressal”**
 -  **“Together for a Better Campus Experience”**
 -  **“Your Grievance, Our Responsibility”**
-

SECTION 2: Objectives of Awareness

- 1.) Provide students a platform to share academic, administrative, or campus-related issues
 - 2.) Ensure fair and timely resolution of grievances
 - 3.) Promote transparency and trust in institutional processes
 - 4.) Strengthen student support systems for overall development
-

SECTION 3: How to Submit Your Grievance

Institutional Reporting Options:

- **Online:** Visit College Website → Grievance Redressal Section
 - **Physical Submission:** SGRC Office, Main Campus, Gopinath PG College
-

CLOSING NOTE

“Your feedback is valuable. Help us improve your campus life!”

Optional: SGRC Motto / Contact Person Details can be added at the bottom for easy reference.

S. Nijesh
Principal

Gopinath P.G. College
Devali, Salamatpur-Ghazipur



Gopinath PG College

STUDENT GRIEVANCE REDRESSAL CELL

Your Concern. Our Responsibility.



WHAT IS A GRIEVANCE?

- Academics & Examinations
- Teaching–Learning Process
- Administration & Services
- Infrastructure & Facilities
- Unfair Treatment or Discrimination



OBJECTIVES

- ✓ Safe & Supportive Campus
- ✓ Fair & Prompt Resolution
- ✓ Transparency & Accountability



WHO CAN SUBMIT?

- ✓ All Students of Gopinath PG College



HOW TO SUBMIT?

- Written Application
- Online Submission
- Grievance Drop Box
- Through Committee Members



OUR ASSURANCE

- ✓ Confidential & Discreet
- ✓ No Retaliation
- ✓ Timely & Fair Resolution

Speak Up. Your Voice Matters.

Gopinath PG College

STUDENT GRIEVANCE REDRESSAL CELL

Raise Your Voice. We're Here to Listen.



WHAT IS A GRIEVANCE?

- Academics & Exams
- Teaching—Learning Process
- Administration & Services
- Infrastructure & Facilities
- Unfair Treatment or Discrimination



GRIEVANCES?

- Academics & Exams
- Teaching & Learning
- Campus Facilities
- Administration & Services
- Unfair Treatment or Discrimination



WHO CAN SUBMIT?

- ✓ All Students of Gopinath PG College

HOW TO SUBMIT?



Drop Box on Campus

Online Form



Written Application



Approach Committee Members



OUR COMMITMENT

- ✓ Confidential & Fair Process
- ✓ No Retaliation
- ✓ Timely Resolution

Speak Up!

We Are Here For You.

Speak Up!


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Speak Up!

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Gopinath PG College



 **SPEAK UP!**

**SUBMIT YOUR
GRIEVANCE** 

We're Here to Help!

Gopinath PG College




SPEAK UP!

**FILE YOUR
GRIEVANCE** 

We're Listening!