

Our Lady of Grace Trust's

ST. GONSALO GARCIA COLLEGE OF ARTS AND COMMERCE, VASAI



GRIEVANCE REDRESSAL CELL **POLICY**

At St Gonsalo Garcia College we believe in strengthening the bond with students by making their experience of learning and developing, rich and memorable. We acknowledge that students can have issues and suggestions. We believe that every grievance of our students, however small, is important and we aim at quick redressal of the same.

Objectives:

1. To further deepen the bond with the students by providing them with all required utilities and advantageous circumstances of academic learning
2. To provide quick redressal of grievances of students

Scope:

The students may lodge grievances about academic and non-academic matters which is concerned with-

1. Timely issue of duplicate mark sheets, transfer certificates, letters of recommendation etc.
2. Dues and payment regarding library late charges, fees and other financial concerns
3. Grievances related to conditions of sanitation, gymkhana facilities, canteen, classroom fans and tube lights etc.

Procedure for lodging complaint:

1. The students who want to complain anonymously can drop their concerns in the suggestion box
2. The student who wants to complain in person can contact any member of the grievance committee and submit their grievance in writing.
3. The Grievance redressal committee members will discuss the concerned issues and work on the cases for quick redressal.



Committee members:

- | | |
|----------------------------|------------|
| 1. Dr Somnath Vibhute | Chairman |
| 2. Dr. Monica Penkar | In- charge |
| 3. Prof Sujata Kulkarni | Member |
| 4. Dr. Ramdas Tonde | Member |
| 5. Prof Rubina D'mello | Member |
| 6. Dr. Gatting Koli | Member |
| 7. Prof Prettyrose Menezes | Member |



PRINCIPAL
ST. GONSALO GARCIA COLLEGE
OF ARTS AND COMMERCE,
Vasai, Dist. Palghar -401 201.