



Y. S. ARTS & K.S. SHAH COMMERCE COLLEGE

POST BOX NO. 5, DEVGADH BARIA. DIST. DAHOD 389380.

(Affiliated to Shri Govind Guru University & Conducted by Baria Higher Education Society)

(NAAC Accredited 'B' Grade)

Prof. B.F. MAKARANI

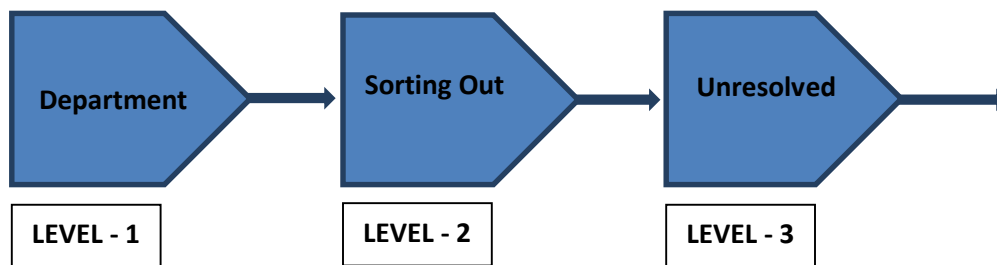
College E-mail ID: devbariacollege@yahoo.com
Website www.devbariacollege.org

I/C. Principal
Mob. 9426534945
Off. Ph. No : 02678 -220270

R.F. No:

Date : / / 202

STUDENT GRIEVANCE REDRESSAL CELL



The Grievance Redressal Cell was reconstituted in June 2018 with TEN members to probe into the student grievances. It redresses the grievances at individual and class level and grievances of common interest. The Cell maintains a conducive and unprejudiced educational environment. Complaints of students and parents are redressed. All complaints are scrutinized by the management and the Grievance Redressal Cell.

B.A. / B.Com	M.A. (S.F.)
Convener Dr. S. R. Singh (9426380030) srsingh55@gmail.com Member Prof. R. K. Patel	Member Prof. M. C. Nisarta
Students Representatives Council Members Turpti Darji (G.S.) 5 th and 6 th semester all C.R. & L.R. of all departments	

The complaint management mechanism is carried out in three levels in the institution:

(1) The departmental level grievances are attended by the concerned class teachers who are department heads.

(2) The student coordinators and staff coordinators of various committees and associations act as facilitators to communicate and sort out the grievances pertaining to various associations.

(3) Unresolved grievances at the departmental level and association level are referred to the Grievance Redressal Cell of the institution. The students can approach the Grievance Redressal Cell of the institution with their complaints of common interest too. They can directly communicate them to the Principal of the college.

(4) The students can voice their grievance through the Suggestion Box placed at College building, which is opened on every month's first week.

(5) Depending on the seriousness of the problem, the issues are settled by the Cell or by the principal in consultation with other members of the management, parents and faculty. The collective efforts of the management, department heads, class teachers, various staff coordinators of clubs and associations and the Grievance Redressal Cell resolve the complaints promptly and efficiently. The effective

complaint management mechanism improves better stakeholder relationship and contentment.

Note : (1) The complaint are solved within three working days.

(2) The students who afraid to contact directly can send their complaint on WhatsApp number or send email to concerned authority

