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GOVERNMENT AUTONOMOUS COLLEGE, ANGUL, ODISHA-759143
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5.1.4: Redressal mechanism for Student grievances including sexual harassment and ragging cases

1. Implementation of guidelines of statutory/regulatory bodies
2. Organization wide awareness and undertakings on policies with zero tolerance
3. Mechanisms for submission of online/offline student' grievances
4. Timely redressal of the grievances through appropriate committees

REPORT ON STUDENT GRIEVANCE REDRESSAL

Government Autonomous College, Angul follows a firm mechanism to redress student grievances. This institute address and resolve complaints and issues raised by the students and staff . These grievances may pertain to academic matters, administrative affairs, examination related issues, any sort of harassment, discrimination, or other challenges faced by the students and staff in the HEI campus.

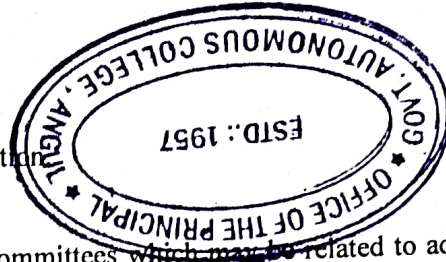
Key Aspects of Student Grievance Redressal:

Types of Grievances:

- Academic issues (exams, results, grades)
- Harassment or discrimination
- Fee related concerns
- Facility related issues (hostels, libraries etc.)
- Misconduct by staff or peers
- Violation of student rights

Objectives of Grievance Redressal Mechanism in this Institution:

- To provide a fair and transparent platform for students to voice their concerns.
- To ensure timely resolution of complaints.
- To create a safe and inclusive environment for students.



➤ To build trust and accountability in the institution

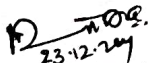
Redressal Process:

The institution has constituted different committees which are related to address different types of grievances such as: Internal Complaints Committee (ICC), Anti -Ragging Committee, Cell for Prevention of Sexual Harassment, Examination Committee, Admission Committee, Library Committee and Hostel Superintendents etc. Our students are being aware of these Committees during their admission as well as during their induction programme. Sometimes the grievance related awareness is disseminated in hostels by the superintendent, in classrooms or through posters in college premises. Specifically an anti-ragging register is maintained during the admission of each and every student.

Steps for filing of the grievance includes, (i) Students submit their complaints through a formal process, which may be through an online mode in institute's website or physical submission. (ii) The respective committee of our institution acknowledges application or receipt of the grievance. (iii) The grievance committee or concerned authorities investigate the matter. (iv) Based on findings, corrective actions or solutions are proposed. (v) The student is informed of the resolution, and their feedback is collected.

Conclusions:

This process ensures prompt action, i.e., maximum up to 7-days to resolve the issue. In case of exigency, a Quick Response Team(QRT) also composed by the higher authority as soon as the complaint is received to enquire the matter. Most importantly, the mechanism strictly follows confidentiality and impartiality irrespective of student concerned . Thus we conclude our institution clearly state the action and decisions or resolution ensuring transparency to address any kind of student's grievances.


23.12.24
ADMINISTRATIVE BURSAR


23.12.24
PRINCIPAL
Principal
Govt. Auto. College, Angul