



**वयं राष्ट्रे जाग्रयाम पुरोहिताः**

## **Govt. Girls' P.G. College, Ujjain (M.P.)**

(Established in 1958)

**A Centre for Excellence, "A" Graded by NAAC in Two Cycles**

**Affiliated to Vikram University, Ujjain**

**Internal Quality Assurance Cell**



*The College has an effective and objective multi-tier Grievance Redressal Mechanism, consisting of several platforms and committees, that focuses on careful and sensitive handling of student grievances.*

*GRC works in interface with the following  
Platforms/Mechanisms which work independently and  
under the Broad Purview of Grievance Redressal Cell for  
Lodged Complaints, Resolution and Counseling*

**GRC INTERFACE for GRIEVANCE REDRESSAL**

<i>Platform/Mechanism</i>	<i>Interface</i>
<i>Grievance Redressal Committee</i>	<i>For redressal of grievances on all platforms</i>
<i>Internal Complaints Committee</i>	<i>Women Empowerment Cell ICC for Grievances of Sexual Harassment of Women at Workplace by complying to Zero Tolerance Policy of College</i>
<i>Grievance Boxes</i>	<i>Offline Mechanism for lodging complaints through dropping written anonymous or designated complaints in the Grievance Boxes placed in the College</i>
<i>Chhatra Sunwai Samiti</i>	<i>Face to Face dialogue with students in a declared meeting for listening to problems, giving solutions or noting down for further action</i>
<i>Discipline Committee</i>	<i>For ensuring discipline in general and during special crowd events and solving complaints of</i>

	<i>indiscipline, if any or communicating higher level grievances to GRC, as the case may be</i>
<i>Anti Ragging Committee</i>	<i>For enabling and ensuring a Totally Ragging Free Campus and Hostel by complying to Zero Tolerance Policy and working in association with GRC for any complaints wsrt Ragging</i>
<i>Hostel Committee</i>	<i>Besides enabling the facilities and amenities ensure a ragging and harassment free hostel and coordinate with GRC and Counseling Cell for redressal and mentoring</i>
<i>Equal Opportunity Cell</i>	<i>Ensure tolerance and respect for diversity and redress complaints of exclusion or discrimination, if any in association with GRC</i>
<i>Teacher Guardian Scheme</i>	<i>Mentoring and Problem Solving and forward higher level grievances to GRC or concerned committees</i>
<i>Counseling Cell NIDAAN</i>	<i>Individual and Group Counseling for Socio-Psychological and other issues and transfer specific grievances to GRC or concerned committees</i>
<i>CM Helpline Committee</i>	<i>Tracking, documenting and ensuring solutions of grievances at</i>

## Drop Boxes for Written Complaints



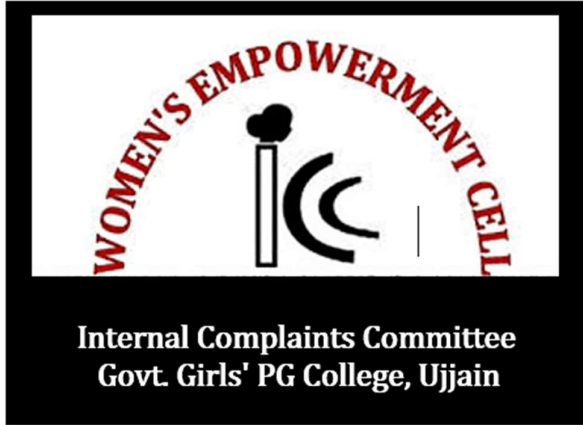
## Oral Dialogue for Grievance Redressal

**"Loud Whispers"**

***Chhatra Sunwai* under SAMVAD**



**Zero Tolerance Policies for  
Sexual Harassment of Women at Workplace and Ragging**

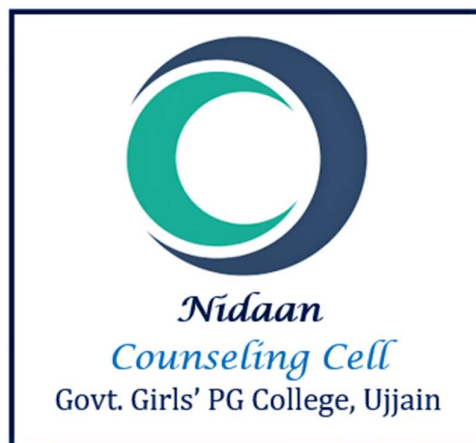


**Inclusion, Non-Discrimination**  
**Tolerance, Respect for Harmony**

**Equal Opportunity Cell**  
**GGPGC, Ujjain**



## Mentoring and Counseling



For Grievances not lodged at college level and  
tracked through Govt. Forum of CM Helpline





There are various committees formed for specific functions and matters falling under their purview are resolved by the Conveners or members at the primary level. The unresolved or unaddressed issues are to be taken up by GRC, as the need be.

The following specific committees/cells/units are duly constituted which resolve various types of grievances at primary level:

**A. Academic and Curricular Issues**

- a. Matters pertaining to Admissions: **Admission Committee**
- b. Matters pertaining to Teaching-Learning: **Teachers-In-Charge of respective Departments**
- c. Matters pertaining to Internal Assessment: **Internal Assessment Committee/Examination/Semester Cell**
- d. **Chhatra Sunwai Samiti**

**B. Non-Academic Issues**

- a. Matters pertaining to general discipline: **Discipline Committee**
- b. Matters pertaining to discrimination: **Equal Opportunity Cell**
- c. Matters pertaining to infrastructure: **Administrative Office**
- d. Matters pertaining to sexual harassment: **Internal Complaints Committee**
- e. Matters pertaining to ragging: **Anti-Ragging Committee**
- f. **Chhatra Sunwai Samiti**

**C. Grievances related to Hostel**

- b. Matters pertaining to Girls Hostel: **Hostel Committee (Maitreyi Girls Hostel)**

**D. General Grievances**

For any other grievances not categorized above: **Students Grievance Redressal Committee**

Students may register their grievances through the following channels

**Offline** The aggrieved student(s) may directly approach the Convenor of appropriate committee with a written application or through email.  
In case of ragging related grievances, the aggrieved student (s) may directly inform any of the members of the Anti-Ragging Committee and/or Anti-Ragging Cell, SRCC on mobile. The details of the Anti-Ragging Committee and Anti Ragging Cell are published on the website.  
Grievances, on plain paper, may be posted in complaint boxes fixed around the campus at the following places:  
Outside Library Block  
Near Principal's Office  
For matters of teaching-learning and internal assessment, students are advised to first express their grievance to the concerned faculty members or to their Teacher Guardians. On non-resolution of grievance, the student may approach the Convenor, Semester/Examination Cell with a written application or through email.  
Aggrieved student (s) may also submit their grievance in writing or through email to the Principal Govt. Girls PG College, Ujjain

**Online** The student may register their grievance through the following link (*redirects to another window in the browser*):

For matters pertaining to the College

<https://forms.gle/5ymi6xsNdXWF8uXU7>

The appellate authority for all matters of student grievance at College level is the Principal