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ਸਰਕਾਰੀ ਰਿਪੁਦਮਨ ਕਾਲਜ, ਨਾਭਾ Government Ripudaman College, Nabha (Patiala)

Grievance Redressal Policy

At Government Ripudaman College Nabha, we understand the significance of a well-functioning Grievance Redressal System in maintaining a secure and harmonious environment for our staff and students. In accordance with UGC guidelines, we have established the Grievance Redressal Committee, which operates under the direct supervision of the Principal.

The primary responsibilities of the Grievance Redressal Committee are as follows:

1. **Accepting Grievances:** The Committee accepts written grievances from both staff and students, addressing various issues within the college.
2. **Grievance Handling:** It develops and implements an effective mechanism to address and resolve the reported grievances, ensuring fairness and prompt action.
3. **Reporting to Management:** If necessary, the Committee shares its findings and recommendations with the college management for further action.
4. **Prompt Action:** The Committee diligently listens to, records, and examines the grievances submitted by staff and students, taking immediate steps to address them.
5. **Evaluation of Grievances:** Grievances are attended to based on their authenticity and severity, with appropriate measures taken to resolve them satisfactorily.
6. **Representation to Concerned Departments:** The Committee represents the grievances to the relevant departments, such as maintenance, transportation, academics, and amenities, seeking their assistance in resolution.
7. **Periodic Meetings:** The Committee convenes regular meetings to review the progress of grievance resolution and ensure that all matters are appropriately settled.
8. **Follow-up:** The Committee maintains regular follow-up on the grievances, ensuring that they are periodically reviewed until their final resolution.
9. **Confidentiality:** The Committee respects the confidentiality of the parties involved and maintains strict confidentiality when handling grievances.



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At Government Ripudaman College Nabha, we believe in upholding a fair and supportive environment for all. Students who feel they have been treated unfairly in academic matters have the right to appeal. If an issue remains unresolved through informal means, students may file a grievance with the College Grievance Redressal Cell (CGRC). The CGRC follows formal procedures as per UGC guidelines, and a Student Representative (Ombudsman) is available to assist students in presenting their case. It is important to note that decisions made by the Grievance Redressal Committee are final and not subject to further appeal.

We are committed to addressing grievances promptly and ensuring a satisfactory resolution for all members of our college community.

Weblink: <https://govtripudamancollegenabha.in/about/grievance>