

4.4 Grievance Redressal of Students and Employees:

Government College Solan has established an effective and transparent grievance redressal mechanism to ensure the timely and impartial resolution of concerns raised by students and staff. This system promotes a supportive and harmonious institutional environment, enabling all stakeholders to express their issues with confidence. In accordance with institutional policies, grievances are categorized and addressed based on their nature and severity.

- 1) **Redressal within week:** For grievances requiring immediate attention, the College has instituted an expedited resolution mechanism. Minor grievances, particularly those related to routine administrative matters such as classroom management, faculty coordination, library facilities, assessment processes, internet connectivity, or internal examinations, are systematically addressed and resolved within a week. As per the records of the previous academic session, no major grievances necessitating urgent redressal were reported by either students or staff.
- 2) **Redressal within a month:** For more complex grievances involving policy considerations, long-term infrastructural improvements, or issues necessitating sustained intervention, the College adheres to a redressal timeline of up to one month. During the previous academic session, no such grievances were reported that required this extended period for resolution. This reflects the institution's effective operational framework and its commitment to maintaining a smooth, transparent, and responsive grievance management process.

During the last review session, no significant grievances were reported by either students or staff, and hence, no redressal action was required. The grievance register, which systematically records all complaints along with their resolutions, reflects the absence of any issues during the reporting period.

Grievance Redressal Cell Matters Related to Students' Affairs

1. Principal
2. Dr. B.N. Kamal
3. Dr. Anil Thakur
4. Dr. Seneh Lata Mehta
5. Dr. Priyanka Multani
6. Dr. Vandana
7. Prof. Ritika Paul
8. Mr. Mukesh (Superintendent Grade-I)

Grievance redressal committee constituted in the college