

Government Degree College Chopal

Tehsil-Chopal, Distt. Shimla, H.P. 171211

Dated : 30th July, 2026

Student Grievance Redressal Mechanism at Government Degree College Chopal (Session 2026-27)

GDC Chopal follows the Grievances Redressal Mechanism as per the UGC guidelines.

Key Components:

❖ Formation of The Grievance Redressal Committee:

The Grievance Redressal Committee/Cell (GRC) has been formed in the college on dated **29.07.2026** vide office order No. **SGRC/2026-84**, as per the UGC guidelines to redress the grievances of both staff and the students. The said committee is under the direct purview of the principal. The principal serves as the chairperson, who oversees its functioning. It includes teaching and non-teaching staff as members. CSCA president is also included in the committee as student representative. The GRC promotes a positive learning and work environment by providing a mechanism for students and staff to raise and resolve their concerns.

❖ Modes Of Grievance Submission or Complaint Registration: Both students and staff can submit their grievances to the GRC through following channels :

- **Email** : Both Students and staff can file a complaint through college email id. **principalgdcchopal@gmail.com**
- **Complaint /Suggestion Box**: College has set up a complaint box where the aggrieved students can anonymously drop their complaints.
- **Helpline No**: Grievances can be submitted via dedicated phone NO displayed on college premises.
- **In Person** : Aggrieved students and visit the College GRC in person to file a complaint.

Thus the Complaint registration methods provided by the GRC of the college ensure that both students and staff have accessible channels to voice their concerns.

❖ Timeline and Response Mechanism :

- **Collection of complaints** /written grievances received through mail or Complaint Box:

The Complaint box will be opened on 2nd Saturday of every month, in the presence of Convener and members of SGRC. The online complaints will also be collected on the same day by the convener. In case of holiday the next working day will be considered for the same.

- **Investigation And Resolution :**

The Committee will conduct investigation into the grievances received, within two days.

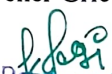
Based on fact findings or the evidences, the cell will offer resolution to the aggrieved student and staff within seven days.

- **Appeal Mechanism.**

If an aggrieved student is dissatisfied with the initial resolution, he/she can submit appeal to the principal for reviewing appeals within 10 days of initial resolution.

- **Redressal of complaints Related to Ragging and Sexual Harassment:**

The complaints related to ragging and sexual harassment be referred to Anti ragging committee and Anti Sexual Harassment Committee/ Internal Committee respectively. And these said committees after preliminary investigation would submit an investigation report to the Convener Grievance Redressal Committee for the prompt action within 24 hours.


Principal
Govt. Degree College
GDC, Chopal
Chopal, Distt. Shimla H.P.
20/07/2026