



# ANAND COMMERCE COLLEGE

(Managed by Shri Ramkrishna Seva Mandal)

Opp. Town Hall, ANAND – 388 001, Gujarat State, India.

Ph.: (02692) (O) 250769, 651559

NAAC RE-ACCREDITED 'B++' GRADE

Dr. V.M. Vanar  
Principal

## GRIEVANCE REDRESSAL MECHANISM

Anand Commerce College is committed to providing a safe, fair and harmonious learning and work environment. Grievance Redressal Committee was set up at ACC in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) for handling day-to-day grievances related to students, parents and staff members. Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner involving the respective College / Department / Office (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Committee to submit his/her grievance: The function of the cell is to look into the complaints lodged by any student, and resolve it on earliest basis. Anyone with a grievance may approach the committee members in person. In case the person is unwilling to appear in self he/she may dropped in writing at the suggestion box of the Grievance Cell or can be submitted in online mode using official college Email ID ([principal\\_acc@yahoo.com](mailto:principal_acc@yahoo.com)), QR Code and college application .

### OBJECTIVE

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the college A Grievance Cell is constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- To develop an organizational framework to resolve grievances of the students and other stakeholders.
- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders.
- To uphold the dignity of the institution by promoting cordial Student-Student relationship, Student-teacher relationship.
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the college campus.
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized.

## **GRIEVANCES REDRESSAL COMMITTEE**

The Grievance Redressal Committee consists of the following members:

1. Principal of the College
2. Grievance Redressal Committee Coordinator
3. Two Senior faculty members nominated by Principal of the College

### **FUNCTIONS**

- The cases will be attended promptly on receipt of the grievances from the students
- The cell formally will review all cases and will act accordingly as per the policy
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

### **PROCEDURE FOR LODGING COMPLAINT**

- The students may feel free to put up a grievance in writing and drop in the Grievance Box or handover to the officer – in charge of the Cell. Student can submit grievance in online mode also.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

### **PROCEDURES**

- The Grievance and Redressal Cell shall receive and redress the grievances of academic issues pertaining to teaching, learning and evaluation activities, student-teacher, student-student grievances, grievances related to library, canteen, hostel facility, IT services, sports cultural and
- The grievances shall be redressed depending on the nature of the grievance.
- The Grievances are invited through suggestion boxes installed in the building as well through online mode or using college application.
- Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ principal level.
- For other grievances that require review shall be redressed by receiving written and signed application.
- As soon as the application is received the Redressal Committee shall review the complaint and invites both the parties for discussion. The outcome of the discussion is reported to the Principal for further action to be taken.

## REDRESSAL OF GRIEVANCES

The grievances are redressed at the earliest by issuing warning letter, memo and reformation remedies. Priority is given according to the urgency of the complaint. Grievant is informed of the measures taken. All the grievances concerning to women harassment and ragging shall be dealt by the respective committees as per the prescribed procedures.



A handwritten signature in black ink, consisting of a stylized, cursive script.

PRINCIPAL  
ANAND COMMERCE COLLEGE  
OPP.TOWN HALL  
ANAND-388001. GUJARAT



# ANAND COMMERCE COLLEGE

(Managed by Shri Ramkrishna Seva Mandal)

Opp. Town Hall. ANAND – 388 001. Gujarat State, India.

Ph.: (02692) (O) 250769, 651559

NAAC RE-ACCREDITED 'B++' GRADE

Dr. V.M. Vanar  
Principal

2019-20

## GRIEVANCES REDRESSAL COMMITTEE

The Grievance Redressal Committee consists of the following members:

Sr. No.	Name & Designation	Position	Contact Details
1	Dr. V. M. Vanar (Principal)	Chairperson	9879216684
2	Mr. N. M. Bhatia (Asso. Prof.)	Coordinator	9925026268
3	Shri D. B. Trivedi (Asso. Prof.)	Senior Faculty Member	9428488015
4	Ms. M. J. Patel (Asso. Prof.)	Senior Faculty Member	9408268084



PRINCIPAL  
ANAND COMMERCE COLLEGE  
OPP. TOWN HALL  
ANAND-388001. GUJARAT

ફરિયાદ ચિઠ્ઠી

Date \_\_\_\_\_

Page \_\_\_\_\_

નામ : અમીતજી કે. આલંકી

કલાસ : શ્રી. વાચ. બી. ડ્રીમ

તારીખ : ૦૫/૧૦/૨૦૧૭

પ્રતિ શ્રી,

આચાર્ય શ્રી,

વિષય : કલાસરૂમની ટ્યુબલાઇટો બંધ હોવા બાબતે

માનનીય આચાર્ય શ્રી

જ્ય ત્યારે સારી જણાવવાનું કે આપણી  
કોલેજ આજદ કોમર્સ કોલેજમાં હું T Y B COM માં  
અભ્યાસ કરું છું. ઉપરોક્ત વિષય સંદર્ભે જણાવવાનું  
કે અમારા કલાસરૂમની ટ્યુબલાઇટો બંધ છે  
જે સંદર્ભે હું આપણીનું ધ્યાન દોરું છું અને  
તે અંગે સોગય કાર્યવાહી કરવા વિનંતી



૧૧/૧૦/૧૭

તિ. આપનો વિશ્વાસુ,

વિદ્યાર્થી

*Asolanki*

इरियाए यही

नामः- Abhi M. Shah  
कक्षाः- T.Y. B.Com  
तारीखः- 02/01/2020

प्रतिश्री,  
आचार्यश्री,

विषयः- आसुमनी एन्टीस जलपा  
आवत.

माननीय आचार्यश्री.

सपिनय अहं मनापधानुं हे  
आपनी डीपे आपदि डीमर्स डीपेमां हे  
T.Y. B.com मां आप्यास कुं एं डिपरीकत विषयना  
सिधर्म मनापधानुं हे अभास कक्षासुमनी  
एन्टीस यरिय नथी अपने पूरेम एं के सिधर्म  
हे आपश्री नं ह्यान होरुं एं अपने ते अंणे  
यरिय कार्यपाही कथा विनती.

लि. आपनो विद्यासुं विद्यार्थी,

*Amghat*



*[Signature]*

2/1/20

કરિપાદ લિખિત

નામ: વૈશાલી યે. પઠિયા  
કોર્સ: T.Y.BBA  
તારીખ: 29/01/2020.

પ્રતિ શ્રી,  
આચાર્યશ્રી,

વિષયક કોર્સક્રમના પંચા અંધ હોવા બાબતે,

આદરણીય આચાર્યશ્રી

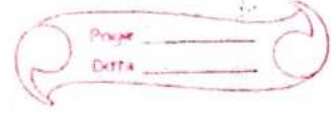
જ્ય લખા આથી જાણવાનું કે આપની કોલેજ આણંદ  
મર્ચ કોલેજ માં કે T.Y.BBA માં અભ્યાસ કરું છું. ગપરોડા  
પ મંદર્મ જાણવાનું કે અમારા કોર્સ ક્રમના પંચા અંધ છે.  
મંદર્મ કે આપણીનું ધ્યાન દોરું છું. અપની તે અંગે  
ગુ કાર્યવાહી કરવા વિનંતી.



*[Handwritten signature]*  
29/1/20

લિ. આપની  
વિશ્વાસુ  
વિદ્યાર્થી  
V.A. Padhiyar

# કરિયાદ ચિઠ્ઠી



નામ : હર્ષ ભામ. પરલ

કલાસ : TYBBA

તારીખ : 10/02/2020

પ્રતિ શ્રી

આચાર્ય શ્રી

વિષય : કલાસ અના પંચા વંદ હવા  
બાબત

આદરણીય આચાર્ય શ્રી

જ્ય તમારા આર્થ જરૂરવાળું કે આપણી  
કોલેજ આણંદ કોમર્સ કોલેજમાં હું TYBBA  
અભ્યાસ કરું છું કિપરીકાત વિષય સંદર્ભે  
જરૂરવાળું કે અમારા કલાસ અના પંચા  
વંદ હી જે સંદર્ભે હું આપ શ્રી હું ધ્યાન  
દીરું છું અને તે અંગે યોગ્ય કાર્યવાહી  
કરવા વિનંતી .



તિ. આપણી વિશ્વાસ  
વિદ્યાર્થી  
હર્ષ ભામ. પરલ





# ANAND COMMERCE COLLEGE

(Managed by Shri Ramkrishna Seva Mandal)

Opp. Town Hall. ANAND - 388 001. Gujarat State, India.

Ph.: (02692) (O)250769, 651559

Dr. V.M. Vanar  
Principal

## GRIEVANCE REDRESSAL COMMITTEE

### ANNUAL REPORT FOR THE YEAR 2018-19

Sr. No.	Category For Entry	Details
1.	Full name of the Affiliated College	Anand Commerce College, Anand
2.	District	Anand
3.	Name of the Principal	Dr. V. M. Vanar
4.	Mobile Number	9879216684
5.	Name of the Member Secretary	Shri N. M. Bhatia
6.	Designation of the Member Secretary	Associate Professor
7.	Mobile Number of Secretary	9925026268
8.	Email of the Member Secretary	nareshbhatia59@yahoo.com
9.	Number of Application Received	11
10.	Number of Scrutinized Application	11
11.	Number of the Meetings of CGRC held	01
12.	Number of resolved Applications	11
13.	Average No. of Members of CGRC present for the Meetings	04
14.	Any other information	Nil

Date : 25/03/2019

Place : Anand



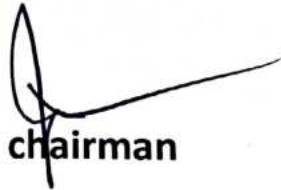
  
PRINCIPAL  
ANAND COMMERCE COLLEGE  
OPP. TOWN HALL  
ANAND-388001. GUJARAT

**Managed by Shree Ram krishna seva mandal  
Anand commerce college, Anand  
Grievance redressal committee  
Notice**

**Date:- 01/07/2019**

**All students of the college are hereby informed that the college has grievance redressal committee to resolve the complaints of the students. If any student has grievance/complaint, submit the same in writing to the grievance redressal committee. Kindly provide your name, class & roll number to redress your complaints effectively.**



  
chairman

**grievance redressal committee  
PRINCIPAL  
ANAND COMMERCE COLLEGE  
OPP.TOWN HALL  
ANAND-388001. GUJARAT**

**ANAND COMMERCE COLLEGE, ANAND**  
**Managed by Shri Ram Krishna Seva Mandal,**

**Grievance Redressal Committee**

**Action Taken Report**

**Year 2019-20**

Sr. No	Name of Student	Class	Grievance	Action Taken
1	Aakash P. Solanki	T. Y. B. com	Regarding the Classroom tube- lights are not working	Instructions were given to the concerned to fix the tube lights of classroom
2	Abhi M. Shah	T. Y. B. com	Regarding the broken bench	The carpenter repaired and replaced the broken benches of classroom
3	Vaishali A. Padhiyar	T. Y. BBA	Regarding the classroom fans are not working	Rapid action taken by the concerned department to regulatory and maintenance of classroom fans regularly.
4	Harsh M. Patel	T. Y. BBA	Regarding the classroom fans are not working	Rapid action taken by the concerned department regarding the regulatory and maintenance of classroom fans regularly.



  
PRINCIPAL

ANAND COMMERCE COLLEGE  
PRINCIPAL  
ANAND COMMERCE COLLEGE  
OPP. TOWN HALL  
ANAND-388001. GUJARAT



# ANAND COMMERCE COLLEGE

(Managed by Shri Ramkrishna Seva Mandal)

Opp. Town Hall. ANAND – 388 001. Gujarat State, India.

Ph.: (02692) (O)250769, 651559

Dr. V.M. Vanar  
Principal

## GRIEVANCE REDRESSAL COMMITTEE

### ANNUAL REPORT FOR THE YEAR 2019-20

Sr. No.	Category For Entry	Details
1.	Full name of the Affiliated College	Anand Commerce College, Anand
2.	District	Anand
3.	Name of the Principal	Dr. V. M. Vanar
4.	Mobile Number	9879216684
5.	Name of the Member Secretary	Shri N. M. Bhatia
6.	Designation of the Member Secretary	Associate Professor
7.	Mobile Number of Secretary	9925026268
8.	Email of the Member Secretary	nareshbhatia59@yahoo.com
9.	Number of Application Received	04
10.	Number of Scrutinized Application	04
11.	Number of the Meetings of CGRC held	01
12.	Number of resolved Applications	04
13.	Average No. of Members of CGRC present for the Meetings	04
14.	Any other information	Nil

Date : 30/03/2020

Place : Anand



PRINCIPAL  
ANAND COMMERCE COLLEGE  
OPP. TOWN HALL  
ANAND-388001. GUJARAT