



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), 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.



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PRINCIPAL
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OPP.TOWN HALL
ANAND-388001. GUJARAT



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Dr. V. M. Vanar
Principal

2021-22

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	Shri D. B. Trivedi (Asso. Prof.)	Coordinator	9428488015
3	Dr. A. K. Yagnik (Asso. Prof.)	Senior Faculty Member	9426523267
4	Ms. D. G. Tandel (Asso. Prof.)	Senior Faculty Member	9825969719



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ANAND-388001. GUJARAT

કલેબર વિદ્યુ

નામ: Aditi m. patel

કોર્સ: f.y.B.com

તારીખ: 28/06/2021

શ્રી શ્રી
આચાર્ય શ્રી

વિષય: કાનડા રાજની આકાશવાણી

આદરણીય આચાર્ય શ્રી

આવનુ આજ સુભાષણે કે આપની કિર્તિ
આપણે કિર્તિ કિર્તિના કુ f.y.B.comના અભ્યાસ
એ કુ ભવિષ્ય વિષય એવું સુભાષણે કે
અમારા કાનડા રાજની આકાશવાણી પાઠ
શ્રી આપના આપની શ્રી. કે એવું કે આપ
શ્રી શ્રી આજ એવું કે આજ ની એવું એવું
અપ્પાઈ આપણી

શ્રી આપની વિદ્યાર્થી
વિદ્યાર્થી

A. m. patel.



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કેરિયાદ ચિઠ્ઠી

નામ: કુશલ બી. ઠાકોર

ક્લાસ: F.Y.BBA

તારીખ: ૨૧/૧૨/૨૧

પ્રતિ શ્રી,
વ્યાચાર્ય શ્રી,

વિષય: ભાઈજોરી ની સુવિધા ભાંગા

માનનાય વ્યાચાર્ય શ્રી

આવિનય સહ જણાવવાનું કે
આપની કોર્સ વ્યાજ્ઞાંદ કોર્સ કોર્સમાં હું
F.Y.BBA માં અભ્યાસ કરુ છું. ઉપરોક્ત વિષય
સંદર્ભે જણાવવાનું કે ભાઈજોરી ની સુવિધા
ચોખ્ખી થયા છે સંદર્ભે હું આપ શ્રી પુ
દ્યાન દોરું છું અને તે સંબંધે ચોખ્ખી કાર્યવાહી
કરવા વિનંતિ.

તિ આપની આજ્ઞાંકી
વિદ્યાર્થી

J. B. Thakore



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21/12/21

ફરિયાદ લેણું

ભાઈ Anoti D. Mahida.
કક્કાલ S.Y.B.COMM
તારીખ 24/08/2021

શ્રી
શામી શ્રી

વિષય : લાઈબ્રેરીની સુવિધા બાબત

આદરભીષ આચાર્યશ્રી

જ્યાં ભાઈ શામી જન્મ્યાનાં કે આપની કોઈક આંગણે કોમર્સ કોલેજમાં જે ઉપરોક્ત વિષય સંદર્ભે જન્મ્યાનાં કે લાઈબ્રેરી ની સુવિધા મેળવવાની કે સંદર્ભે હું આપશ્રી નું દયાન દેવા જે હું અને તે સંગે કોઈ કાર્યવાહી કરવા વાંતી



[Signature]
24/8/21

પિ : આપનો વિશ્વાસુ
વિદ્યાર્થી
A. D. M

ક્રિયાદ ચિઠ્ઠી

નામ: Dhruv N. Parekh

કોર્સ: T.Y.BBA

તારીખ: 20/10/2021

પ્રતિ શ્રી
આચાર્ય શ્રી

વિષય: કોર્સરૂમના પંખા બંધ હોવા બાબતે...

આદરણીય આચાર્ય શ્રી

જ્યે ભારત સાથે જોડાયેલા તમારું કોલેજ આચાર્ય કોલેજ
આચાર્ય કોલેજ કોલેજ માં હું TYBBA માં અભ્યાસ
કરું છું ઉપરોક્ત વિષય સંબંધે જોડાયેલા છું. કે જે
અમારા કોર્સરૂમના પંખા બંધ છે. જે સંબંધે આચાર્યશ્રીનું
ધ્યાન દોરું છું અને તે સંબંધે યોગ્ય કાર્યવાહી કરવા વિનંતી



મિ. આચાર્ય વિષ્ણુ
વિદ્યાર્થી
D.N.P

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

Date:- 05/07/2021

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
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ANAND COMMERCE COLLEGE, ANAND
Managed by Shri Ram Krishna Seva Mandal,
Grievance Redressal Committee
Action Taken Report
Year 2021-22

Sr. No	Name of Student	Class	Grievance	Action Taken
1	Vishal S. Parmar	T. Y. B. com	To improve the facility of library	Rapid action taken by the administrative officer, Instructions were given to the concerned to improve the easy access to the INFLIBNET
2	Aditi M. Patel	F. Y. B. com	To increase frequency of classrooms cleaning	Instructions were given to the concerned to clean classrooms
3	Raj S. Chauhan	F. Y. B. com	To increase frequency of classrooms cleaning	Instructions were given to the concerned to clean classrooms
4	Aarti D. Mahida	S. Y. B. com	To improve the facility of library	Rapid action taken by the administrative officer, Instructions were given to the concerned to improve the easy access to the INFLIBNET
5	Shrey. K. Prajapati	S. Y. B. com	To improve the facility of library	Rapid action taken by the administrative officer, Instructions were given to the concerned to improve the easy access to the INFLIBNET
6	Dhruv N. Parekh	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.
7	Karan B. Thakor	F. Y. BBA	To improve the facility of library	Rapid action taken by the administrative officer, Instructions were given to the concerned to improve the easy access to the INFLIBNET
8	Bhumika K. Thakor	S. Y. B. com	Regarding the Classroom tube- lights are not working	Instructions were given to the concerned to fix the tube lights of classroom



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Dr. V.M. Vanar
Principal

GRIEVANCE REDRESSAL COMMITTEE

ANNUAL REPORT FOR THE YEAR 2021-22

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 D. B. Trivedi
6.	Designation of the Member Secretary	Associate Professor
7.	Mobile Number of Secretary	9428488015
8.	Email of the Member Secretary	devtrivedi2000@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 : 28/03/2022

Place : Anand




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