



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.



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

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Anand commerce college, Anand

Grievance redressal committee

Notice

Date:- 10/07/2024

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.

It is also to inform that the QR code is available for registered online complaint.



chairman
Grievance Redressal Committee

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Dr. V. M. Vanar
Principal

Ref No.

Date: 26/03/2024

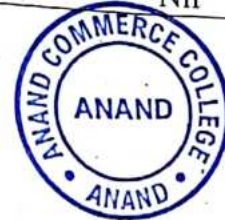
GRIEVANCE REDRESSAL COMMITTEE ANNUAL REPORT FOR THE YEAR 2023-24

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	02
10.	Number of Scrutinized Application	02
11.	Number of the Meetings of CGRC held	01
12.	Number of resolved Applications	01
13.	Average No. of Members of CGRC present for the Meetings	07
14.	Any other information	Nil

Date :

Place : Anand


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ISO 9001:2015

Dr. V. M. Vanar
Principal

Ref No.

Date: 08/01/2024

Minutes of Grievances Committee Meeting

Date: 08/01/2024

Time: 01:00 PM

Location: Anand

Attendees:

1. Dr V M Vanar, Chairperson
2. Shri D B Trivedi
3. Dr A K Yagnik
4. Mr T N Chaudhari

Agenda:

Discussion and Resolution of Complaint Received Regarding Girls Washroom Cleaning

Proceedings:

1. The meeting commenced at 12:45 PM with the Chairperson welcoming all attendees and introducing the agenda item regarding the complaint received from Muskan Malek (FYBBA) regarding the cleanliness of girls washrooms.
2. Shri D B Trivedi read out the complaint letter submitted by Muskan Malek (FYBBA), expressing their dissatisfaction with the cleanliness standards of the Girls washrooms, citing issues such as unhygienic conditions, foul odors, and inadequate maintenance.
3. Committee members shared their observations and experiences regarding the reported issue, acknowledging the importance of maintaining clean and sanitary washroom facilities for the well-being and comfort of students.
4. It was highlighted that the condition of Girls' washrooms not only affected students' physical health but also contributed to their overall experience and perception of the College environment.
5. The Committee discussed potential reasons for the cleanliness issues, including inadequate cleaning schedules, insufficient resources, and lack of awareness among students about maintaining cleanliness.
6. The Chairperson assigned responsibilities to Committee members and set deadlines for implementing the agreed-upon actions.
7. It was decided that a follow-up meeting would be scheduled to review the progress of the implemented measures and address any remaining concerns.
8. The meeting concluded at 01:00 PM with a vote of thanks to all attendees for their active participation and commitment to addressing the reported issue.

Signature of Chairperson

Dr. V M Vanar

Principal

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Dr. V. M. Vanar
Principal

Ref No.

Date: 25/01/2024

Minutes of Grievances Committee Meeting

Date: 25/01/2024

Time: 11: 30 AM

Location: Anand

Attendees:

1. Dr V M Vanar, Chairperson
2. Shri D B Trivedi
3. Dr A K Yagnik
4. Mr T N Chaudhari

Agenda:

Discussion and Resolution of Complaint Received Regarding Cleanliness of Classes

Proceedings:

1. The meeting was called by the Chairperson at 11:30 AM.
2. The Chairperson outlined the purpose of the meeting, which was to address the complaint received from Talpada sumitra Kantibhai (FY B.Voc) regarding the Cleanliness of Classes.
3. Shri D B Trivedi read out the complaint letter submitted by Talpada sumitra Kantibhai (FY B.Voc) , highlighting their concerns about the inadequate cleaning of classrooms, which they deemed as unsanitary and unhygienic.
4. The Committee reviewed the complaint and discussed the following points:
 - The frequency and thoroughness of classroom cleaning.
 - Allocation of resources and personnel for cleaning duties.
 - Feedback mechanisms for students to report cleanliness issues.
5. The Committee acknowledged the importance of maintaining a clean and hygienic learning environment for students' well-being and academic success.
6. The Chairperson Dr V M Vanar assigned responsibilities to Committee members and set deadlines for implementing the agreed-upon actions.
7. The meeting concluded at 11:55 AM with a vote of thanks to all attendees for their participation and contribution.

Signature of Chairperson

Dr. V M Vanar

Principal

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