

# GURU NANAK COLLEGE

**Jhajra, Dehradun**

(Approved by AICTE, New Delhi, Affiliated to Sri Dev Suman Uttarakhand University)

**Ref. No: GNC/PO.0039**

**Date:09.12.2024**

## **Subject: Establishment of Online Grievance Redressal Mechanism**

In a continuous effort to provide a transparent, responsive, and accessible platform for addressing grievances, **Guru Nanak College, Jhajra, Dehradun**, is pleased to announce the establishment of an Online Grievance Redressal Mechanism.

This mechanism is designed to facilitate students, faculty, and staff to submit their grievances related to academic, administrative, or any other matters in a confidential and prompt manner. The primary objective is to ensure that all grievances are addressed in a fair and timely manner.

### **Key Features of the Online Grievance Redressal System:**

1. **User-friendly Interface:** The system is designed to be simple and easy to navigate for all stakeholders.
2. **Confidentiality:** All grievances submitted will be treated with the utmost confidentiality to protect the privacy of individuals involved.
3. **Timely Resolution:** The system will ensure that each grievance is reviewed and resolved promptly by the concerned authorities.
4. **Track Your Grievance:** Applicants can track the status of their grievance submissions through the system.
5. **Dedicated Grievance Redressal Committee:** A committee has been established to ensure the grievances are processed effectively and that solutions are provided as per the institution's policies.

### **Procedure to Submit a Grievance:**

1. Visit the Online Grievance Portal at [www.gnc.edu.in](http://www.gnc.edu.in)
2. Grievances can be submitted through email to [grievances@gnc.edu.in](mailto:grievances@gnc.edu.in)
3. Alternatively, grievances can be submitted in writing at the college office.

### **Review & Resolution of a Grievance:**

1. **Review:** The Grievance Redressal Committee will review the grievance and may request further information.
2. **Resolution:** The committee will work towards an amicable resolution and take appropriate action as necessary.

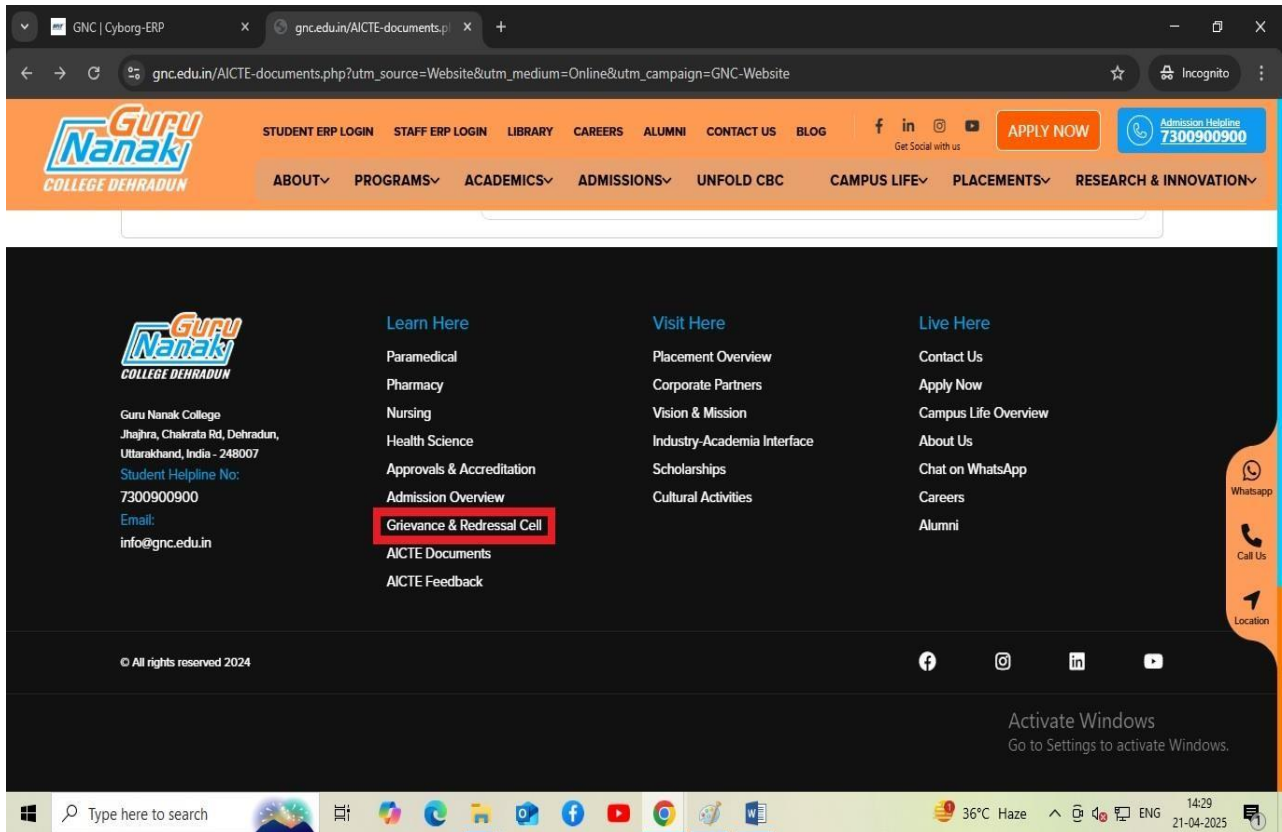
We encourage all students, faculty, and staff to use this platform for a fair and effective resolution of their grievances. Our aim is to maintain a harmonious and conducive environment within the college.

**Principal**  
**Guru Nanak College**  
**Jhajra, Dehradun, Uttarakhand**

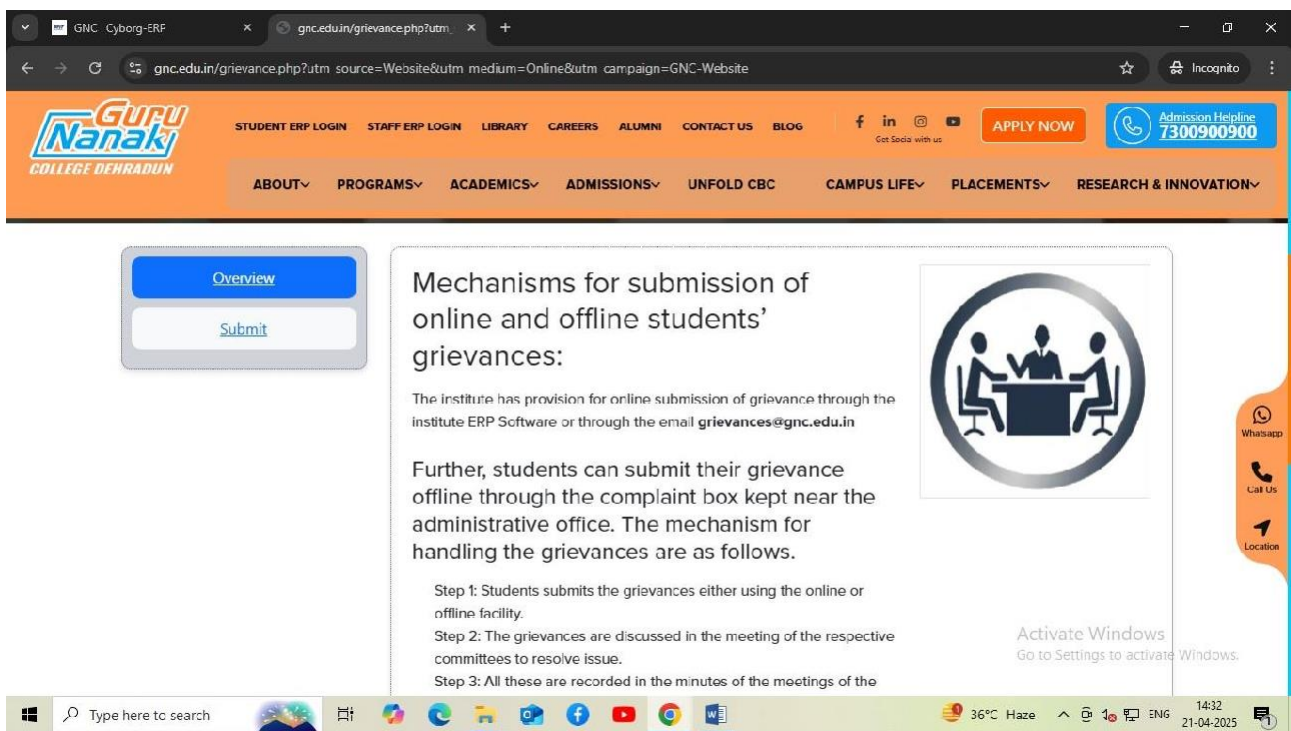
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## LINK AVAILABLE FOR SUBMISSION OF GRIEVANCES ON INSTITUTE WEBSITE



## GRIEVANCES SUBMISSION PORTAL