

PROCEDURE FOR REDRESSAL OF GRIEVANCES

1. Any aggrieved student/parent/guardian/staff member may make an application seeking redressal of grievance in writing to the Chairman of Grievance (Redressal) Committee.
2. The Grievance (Redressal) Committee shall be guided by the principles of natural justice while hearing the grievance.
3. On receipt of an application, the Grievance (Redressal) Committee shall fix a date for hearing the complaint which shall be communicated to the concerned person within 15 days from receipt of the application.
4. The Committee members, after verifying the facts, will try to redress the grievance within a reasonable time, preferably within a month of the receipt of application.
5. In case of any false or frivolous complaint, the Committee may take appropriate action against the complainant.
6. If the student or concerned person is not satisfied with the verdict or solution of the Grievance (Redressal) Committee, then he/she can submit an appeal to the University level Grievance Redressal committee within a week from the date of the receipt of the reply from the College level Grievance (Redressal) committee, addressing to the Convener of the Committee Dr. Neelima Markandey, Affiliation Branch, Administrative Block, GGSIP University, Sector-16 C, Dwarka, Delhi 110078.
