



(803) भगवानदास शकुन्तला देवी वुमेन एजुकेशनल इन्स्टीट्यूट,

बदुरहिया चौराहा, चौरी चौरा, गोरखपुर

## GRIEVANCE REDRESSAL COMMITTEE

SN	Name	Designation	Mobile No.	E-Mail
1	Shikha Jaiswal	Chairman Of Committee	9307076766	bdsdwomeneducationalinstitute@gmail.com
2	Dr. Dhaniram Maurya	Principal	9838916355	dhanirammaurya1970@gmail.com
3	Dr. Mamta Singh	Faculty Member	8299636669	mamta100183@gmail.com
4	Sonu Shukla	Faculty Member	9076993695	tripathisonushukla2@gmail.com
5	Santosh Kumar Jaiswal	Faculty Member	8858537355	santoshkumarjaiswal48@gmail.com
6	Smt. Mamta Shahi	Faculty Member	9795061670	prataparth023@gmail.com
7	Mr. Akash Raina	Faculty Member	9839467194	<a href="mailto:akashraina.1994@gmail.com">akashraina.1994@gmail.com</a>
8	BN Jaiswal	Faculty Member	9236107410	poojaaditi091@gmail.com

# Roles & Responsibilities of the Grievance Redressal Committee

## Complaint Handling

- Receive and acknowledge grievance from students and staff.
- Provide a fair and impartial platform for complaint resolution.
- Ensure confidentiality during grievance proceeding.
- Maintain groups records of complaints resolution.

## Investigation & Resolution

- Conduct inquiries related to grievance and complaints.
- Recommend corrective measure and solutions.
- Ensure grievance are resolved within reasonable time frame.
- Promote transparency and accountability in decision-making.

## Student & Staff Support

- Provide guidance regarding grievance procedures.
- Promote awareness about right and responsibilities.
- Encourage healthy communication and mutual respect.
- Support a positive and inclusive institutional environment.

## Monitoring & Improvement

- Monitor grievance trends and institutional concern.
- Recommend policy improvements for better grievance management.
- Prepare reports on committee activities and resolutions.
- Ensure continuous improvement in grievance handling system.

## Grievance Reporting Procedure

- Contact the Chairperson or any Committee member directly.
- Submit a written complaint at the college office.
- Email the complaint with full details to the Committee at **[bdswomeneducationalinstitute@gmail.com](mailto:bdswomeneducationalinstitute@gmail.com)**