

**Internal Ranking**

A.B.V. Govt. Degree College Sunni

4. Institutional Management

* 1. **Grievance Redressal of Students and Employees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sr. No | Activity | Distribution of  scores | Scores |  |
| 1 | 1. **Redressal within week** | Yes=10 | 10 |  |
| 1. Redressal within month | Yes=4 |
| 1. No redressal | Yes=0 |
|  |  |  |  |

* 1. **Grievance Redressal of Students and Employees**

In Government College Sunni, a quick grievance redressal process is adopted for redressal of grievances of teachers, employees and students. The institutional, personal, professional and teaching-related college level complaints of teachers, employees and students are redressed on the spot, on priority basis, within a day or two or within a week.

Problems related to students' educational activities such as holidays, results, admission, late results etc. are resolved at the college level within a day or two. Complaints which can be resolved at the university level are sent to the university and the students are helped by the authorized officer for immediate resolution.

Complaint box has also been established in the college. Students and employees get solutions to their problems in written form. Telephone, email, what’s App and direct manual method are adopted for redressal of students' complaints. In the college, the women's cell discipline committee also resolves the general complaints of students and employees as per rules under the supervision of the principal.



