



Govt. of West Bengal

Office of the Principal

Government General Degree College, Nakashipara

Muragachha, Nadia, Pin – 741154

Department of English

PhoneNo: 03474-268008 web: <https://muragachhagovtcollege.in/> e-mail: mgnadia2015@gmail.com

*The major objectives of **Grievance Redressal Cell** of Government General Degree College Nakashipara typically includes:*

1. **Provide a Platform:** To provide a formal platform for the students to raise grievances related to any aspect of their interaction with the college.
2. **Fair Treatment:** To ensure fair and impartial treatment to all parties involved in the grievance, respecting their rights and maintaining confidentiality where necessary.
3. **Resolve Issues:** To address grievances promptly and effectively by the GRC committee, aiming for a satisfactory resolution that aligns with the policies of the college.
4. **Prevent Recurrence:** To identify underlying causes of grievances and recommend corrective actions to prevent recurrence of similar issues in the future inside the college campus.
5. **Enhance Organizational Effectiveness:** By addressing grievances transparently and efficiently, the cell helps in improving overall effectiveness and employee satisfaction of the institution.
6. **Compliance and Accountability:** To ensure compliance with laws, regulations, and institutional policies while holding individuals or departments accountable for their actions that may have led to grievances.
7. **Maintain Trust and Confidence:** To build and maintain trust among stakeholders (employees, students etc.) by demonstrating a commitment to addressing concerns in a fair and timely manner.



Officer-in-Charge
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8. ***Continuous Improvement***: To continuously review and enhance grievance handling procedures based on feedback and changing organizational needs, thereby improving the overall grievance redressal process.

These objectives collectively aim to create a supportive and responsive environment where grievances are addressed fairly and efficiently, contributing to a positive institutional culture and stakeholder satisfaction within the ambit of Government General Degree College Nakashipara.

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