

INTERNAL COMPLAINT COMMITTEE, IPGGPGCC, HALDWANI

Internal complaint committee of Indirapriyadarshini Govt. Girls' PG College of commerce, Haldwani came into existence in 2009-10. It is constructed to receive and redress complaints regarding the academic and nonacademic issues of the students like physical or mental harassment, complaints regarding classroom teaching, classroom management, complaints of the syllabus, teaching methodology, lack of books in the library, lack of provision of drinking water or clean and hygienic toilets, infrastructure maintenance and upgradation, etc. if and when they arise. A complaint box (Shikayat Peti) has been installed at the entrance gate of the college for them to drop their complaints in it. The complaint Box is opened twice or thrice a month in front of the committee members and appropriate action is taken on receipt of the complaint.

OBJECTIVES:

The main objective of the ICC is to develop a responsive and accountable attitude among the students. Some of the objectives are-

- 1- to develop an organizational framework to resolve the grievances of the students.
- 2- to provide the students access to immediate hassle-free recourse to have their grievances redressed.
- 3- to identify systematic flaws in the design and administration of various departments and to seek solutions thereon.
- 4- to institute a monitoring mechanism to oversee the smooth functioning of the college.
- 5- to understand the grievance of the students to ensure remedial action.

MEMBERS OF THE INTERNAL COMPLAINT COMMITTEE (2020-21)

- 1-Prof. Shashi Purohit- The Chairperson
- 2- Dr. Lalita Joshi- Convener (Contact no.9412130400)
- 3-Dr. Sandhya Garkoti- Member (Contact no.9927922444)

MINUTES OF INTERNAL COMPLAINT COMMITTEE (2020-21)

The meeting of ICC was held on 01 July 2020 at 2:00 p.m. in the room of the principal. After discussion on various issues, the following decisions were taken:

- 1-The Complaint Box will be opened before the presence of the committee.
- 2-After receiving the complaint, the principal will be informed by the committee in writing about the problem.
- 3- The instruction given by the principal for the solution will be pasted on the notice board to bring it to the notice of the student/students.

MEMBERS OF THE INTERNAL COMPLAINT COMMITTEE (2021-22)

- 1-Prof. Shashi Purohit- The Chairperson
- 2- Dr. Lalita Joshi- Convener (Contact no.9412130400)
- 3-Dr. Manju Kandpal- Member (Contact no.9411161474)

MINUTES OF INTERNAL COMPLAINT COMMITTEE (2021-2022)

The meeting of ICC was held on 01 September 2021 at 2:00 p.m. in the room of the principal. After discussion on various issues, the following decisions were taken:

- 1-The Complaint Box will be opened daily before the presence of the committee.
- 2-After receiving the complaint, the principal will be informed by the committee in writing about the problem.
- 3- The instruction given by the principal for the solution will be pasted on the notice board to bring it to the notice of the student/students

MEMBERS OF THE INTERNAL COMPLAINT COMMITTEE (2022-2023)

- 1-Prof. Shashi Purohit- The Chairperson
- 2- Dr. Lalita Joshi- Convener (Contact no.9412130400)

3-Dr. Ritu Singh- Member (Contact no.8859722070).

MINUTES OF INTERNAL COMPLAINT COMMITTEE (2022-2023)

The meeting of ICC was held on 30 August 2022 at 2:00 p.m. in the room of the principal.

After discussion on various issues, the following decisions were taken:

- 1-The Complaint Box will be opened Twice or thrice a month before the presence of the committee.
- 2-After receiving the complaint, the principal will be informed by the committee in writing about the problem.
- 3- The instruction given by the principal for the solution will be pasted on the notice board to bring it to the notice of the student/students.