

**PUBLIC COLLEGE OF COMMERCE
DIMAPUR : NAGALAND**

Grievance Redressal Mechanism

To deal with grievances of the students, a Grievance Redressal Cell has been constituted with members of faculty. To redress the grievances, the following procedures shall be followed.

1. Any aggrieved student of the college may submit an application giving full details, along with supporting documents of the complaint addressed to the Convener of Grievance Redressal Cell or Principal.
2. The Grievance Redressal Cell shall examine the complaint and fix a date for hearing the complaint.
3. The aggrieved student may appear either in person or represented by such person as may be authorized to present his case.
4. The Grievance Redressal Cell shall ensure disposal of every application as speedily as possible as and not later than a month of receipt of the complaint.
5. The Grievance Redressal Cell shall pass such order with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party.
6. If the Grievance Redressal Cell fail to redress the grievance appropriately, the matter may be referred to the Principal or higher authority.

Sd/-
Convener
Grievance Redressal Cell