



Ref.No. :- 12/2024

Date :- 21/02/2024.

## STUDENT GRIEVANCE REDRESSAL CELL

The college is pleased to appoint the following members in the "**Student Grievance Redressal Cell**" of the college to settle grievances of the students.

1. **Principal:- Dr. Ashok Kumar Gupta – 9431014640**
2. **HoD of BCA :- Mr. Loknath Mahanta – 9523255748**
3. **Senior Faculty of BBM :- Mr. Anurag - 8571092016**
4. **Senior Coordinator :- Ms. Akanksha Singh – 7050111156**
5. **Student Coordinator : - Ms. Anjali – 8409686216**
6. **Lab Incharge :- Mr. Prem Shankar Sinha – 8789053618**
7. **Student Representative :- Mr. Ankit Kumar - 6207062074**

The above phone numbers will be active **24\*7**.

The process for the grievance redressal is as below :-

1. Any student having any grievances should complain in writing to his/her Senior Coordinator. The **Senior Coordinator** will look into the matter and try to redress it within **three working days**.
2. If not satisfied with the solution, student can take this matter at the HoD level in his/her respective department. The respective **HoD** will look into the matter and give solution within **five working days**.
3. If not satisfied with the solution provided by the HoD, the student can appeal to the Principal. The **Principal** should try to give solution within **seven working days**.

### PATNA EAST :

Arya Kumar Road, Rajendra Nagar  
Patna - 800 016 (Bihar)  
Tel. : (0612) 2666000, 2663335  
Cell : 9199662200

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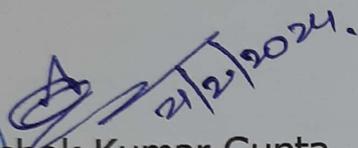
Email : abcollege.patna@gmail.com

### PATNA WEST :

Near Saguna More, Khagaul Road  
Patna - 801 503 (Bihar)  
Tel. : (06115) 222222, 222211  
Cell : 94316 29500



4. If then the student is not satisfied, He/She can take this matter in the Student Grievance Redressal Cell (**SGRC**). This body will give its solution within **nine working days**.
5. If not satisfied with the SGRC, then the **Ombud Person** will look into the matter and give his/her verdict in **twelve working days**. His/her verdict will be final and binding to all the parties.

  
Dr. Ashok Kumar Gupta  
Principal

