



**DCT'S SRINIVASSA SINAI DEMPO COLLEGE OF COMMERCE
AND ECONOMICS, CUJIRA, GOA**

COLLEGE GRIEVANCE REDRESSAL COMMITTEE (CGRC) FLOWCHART

Complaint to be made through the Grievance Redressal
tab on the college website



Referral along with comments by the Institution to the
CGRC within 15 days of receipt of the complaint



A date for hearing to be fixed and communicated by
CGRC to the Institution and the aggrieved student/staff



The complainant may appear in person or authorise a
representative to present the case



CGRC to send its report with recommendations if any, to
the competent authority of the Institution and a copy
thereof to the aggrieved preferably within 15 working
days from the receipt of the complaint



Any grievance regarding redressal of complaint to be
forwarded to Goa University for further action