



## GRIEVANCE REDRESSAL POLICY

### Grievance Redressal Mechanism

The college has a Grievance Redressal Cell to redress the grievance of its stakeholders. The students approach the cell to voice their grievances regarding academic matters, health services, library and other services. A Student may send his/her grievance to the Principal over email or put the note in the Complaint/Suggestion Box at Knowledge Resource Center (KRC). The cell addresses the grievances by sorting out the problems promptly and judiciously.

### Objectives:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Complaint /Suggestion Box is installed in the KRC in which students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the Students to refrain from inciting Students against other Students, teachers and College administration.
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

**Co-Ordinator**  
**IQAC, Sharadchandra**  
**Mahavidyalaya, Shiradhon**

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**I/C Principal**  
**Sharadchandra Mahavidyalaya**  
**Shiradhon Tq.Kailam**

**Scope:**

The cell will deal with grievances received in writing from the students about any of the following matters:-

- **Academic Matters:** Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- **Financial Matters:** Related to dues and payments for various items from office, library, etc.
- **Other Matters:** Related to certain misgivings about conditions of sanitation, availability of transport, victimization by teachers etc.

**Functions:**

- The cases will be attended promptly on receipt of written grievances from the students
- The cell formally will review all cases and will act accordingly as per the Management policy
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

**Procedure for lodging complaint:**

- The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it in boxes
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

**GRIEVANCE REDRESSAL COMMITTEE**

Sr.	Name	Designation
1	Dr. Tamboli A.F.	Chairman
2	Dr. Kazi Z.A.	Member
3	Dr. Shirmale M. B.	Member
4	Prof. Adsule S.P.	Member
5	Lib. Sayyad S. N.	Ladies Representative
	Smt. Shaikh R.H.	Non-Teaching Representative
	Ku. Hajare Vishal Subhash	Student Representative