



BHARAT SHIKSHAN SANSTHA'S ARTS, SCIENCE AND COMMERCE COLLEGE, MAKNI.

Tq- Lohara, Dist- Osmanabad – 413 606 (MS), INDIA.

Affiliated to Dr. Babasaheb Ambedkar Marathwada University, Aurangabad (MS))

{ NAAC Accredited 'B' }



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Institutional Policy on Grievance Redressal

Introduction:

As per the guidelines by the University Grants Commission, New Delhi, the college has established Grievance Redressal Cell to provide a mechanism for redressal of students' grievances and ensure the transparency in admission, day to day activities, demand of facilities and prevention of unfair practices, etc. The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the members or the coordinator of the cell in person. In case the student/person is unwilling to appear in person, grievances may be dropped in writing in the Complaint and Suggestion Box of the Grievance Cell.

Objectives:

The objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. A Grievance Redressal Cell is constituted for the redressal of the grievances reported by the students of the college with the following objectives:

- 1) To uphold the dignity of the college by ensuring strife free atmosphere in the college through promoting cordial Student-Student relationship and Student-Teacher relationship etc.

- 2) To encourage the students to express their grievances / problems freely and frankly, without any fear of being victimized.
- 3) To advise the 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.
- 4) To advise all the students to refrain from inciting students against other students, teachers and college administration.
- 5) To advise the staff members to be affectionate to the students and not to behave in a vindictive manner towards any of them for any reason.
- 6) To inform the students that 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.

Scope of the Cell :-

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

A) Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.

B) Financial Matters: Related to dues and payments for various items from library etc.

C) Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

Functions of the Cell :

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 institutional policy. The cell will take action about the cases attended.

Procedure for Lodging Complaint :


The students should feel free to put up a grievance in writing and drop it in the box. 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.



Constitution of Grievance Redressal Cell:-

Sr. No	Name	Designation
1	The Principal	Chairperson
2	The Vice-Principal	Coordinator
3	One from Teaching Staff	Member
4	One from Teaching Staff	Member
5	One Lady from Teaching Staff	Member
6	Non-teaching Staff Member	Member
7	Student	Student Representative


Coordinator
Grievance Redressal Cell


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