

KSA BARNES COLLEGE OF ARTS, SCIENCE AND COMMERCE

STUDENT GRIEVANCE REDRESSAL CELL

Introduction

The function of the Student Grievance Redressal Cell (SGRC) is to look into the grievances of student, cause of grievances and resolve it. Anyone with a genuine grievance may approach the cell members in person, or in consultation with the head of the institute. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the SGRC at Administrative Block.

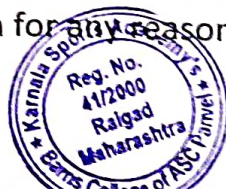
Composition :

Sr.No	Name of Committee Member	Designation
1.	Mr.Kalpesh Bhoir (I/C Principal)	Chairperson
2.	Mrs. Mayuri Wadke (Lecturer)	Coordinator
3.	Mrs.Pushpa Koranga (Lecturer)	Member
4.	Mrs.Chetna Phadke (Lecturer)	Member
5.	Mr. Subhash Kulkarni (Non Teaching Staff)	Member

Objective :

The objective of the SGRC is to provide an opportunity for the students to freely express their grievances and to resolve the issues of concern.

- Maintaining the dignity of the College by ensuring peaceful environment in the College through promoting healthy Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in front of the Administrative Block in which the 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.
- Advising All the Students to avoid from inciting Students against other Students, teachers and College administration.
- Advising all staffs to be affectionate to the Students and not behave in a implacable manner towards any of them for any reason.



- To investigate the root cause of grievances.
- To ensure effectual solution to the submitted grievances by students.

Scope:

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

Transfer Certificates or any other official documents from administration office.

Any kind of mental or physical harassment complaints regarding class room management ,class room teaching, teaching methods of teaching, completion of syllabus etc., if and when they arise.

Functions of the Grievance Redressal Committee

- To accept written genuine grievances from students and staff related to the system.
- To create and implement a transparent mechanism to handle the reported grievances.
- To listen, record and scrutinize the grievances submitted by the Students and take necessary steps immediately.
- To attend the grievances based on the authenticity of the criticisms made.
- To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- To conduct periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.

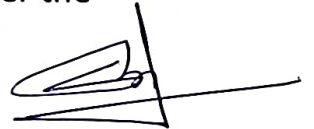
Procedure for Lodging Complaint:

- The students may feel free to put up a grievance in writing/or in the format available in the admin department 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.



Policy :

- A student can submit written application to the committee member about grievance.
- The committee members will analyse the application received.
- Coordinator will arrange the meeting of committee members according to number of applications received and nature of grievances.
- The committee members will hear from the concerned students to resolve the issue.
- Department level counselling is offered wherever the matter can be resolved.
- A decision will be taken in the meeting and will be communicated to concerned students.
- Coordinator will keep recordings of all resolved grievances.
- All the grievances concerning woman harassment , ragging and examination shall be dealt by the respective committees as per the prescribed procedures.



I/C PRINCIPAL
KSA Bams College of Arts, Sci & Comm.