

# Grievance Redressal Cell (GRC) Policy Document



## Grievance Redressal Cell (GRC) (Policy Document)

### Procedure & Directives for Functioning

The College has established a Grievance Redressal Cell to provide a mechanism for redressal of students grievances & ensure the transparency in admission & prevention.

The function of the cell is to look into the complaints lodged by any student & judge its merit anyone with genius grievance may approach the departmental member in person our in consultation with the official in charge Grievance cell. In case the person is unwilling to appear in self grievance may be droppers in writing at the letter box / suggestion box at administrative block.

**Aim :-** To meet timely redress of grievances & concerns by learners as and when they arise.

### Goals & Objectives

1. The main objective of the Grievance Redressal cell is to develop a responsible and receptive attitude among all statue holders so that a harmonious educational atmosphere is maintained in the college.
2. The Grievance Redressal cell is constituted for the redressal of the problems reported by the learners of the college with the aim & objectives of keeping the self esteem of the college by ensuring storage free atmosphere in the college through encouraging conidial student teacher relationship & student relationship
3. To encourage the students to express their problems / grievance formally & freely & with out fear.
4. Any kind of mental or physical harassment complaints regarding class room management class room teaching teaching methods of etching completion of syllabus etc. if & when they arise.

### Rules :-

1. The committee will deals with all genuine grievances of learners of the college.
2. All complaints should be file their grievances either by writing in paper to the committee.



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3. A box marked Grievance Box is placed by on the ground floor. Any student may put in their case/concern with name, date & class in the Confidentiality & privacy is maintains.

### Scope :-

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

1. Academic matter :- Related to timely issue by duplicate Transfer certificate conduct certificate on other examination related matters.
2. Financial matters :- Related to dues & payments four various items from library or fine.
3. Other matters :- Related to contain miss giving about condition of sanitation victimization by teacher etc.

### Functions :-

1. The cases will be attended promptly on receipt of written grievances from the students. The cell normally will review all cases & will act accordingly as per policy.
2. The cell will give report to the authority about the cases attended to & the numbers of pending cases in any which require dine & guidance from the higher authorities.

Grievance Redressal committee

1. Ulhas V.Bramhe Co-ordinator
2. Prof. Dr. B.S.Ingle Member

Coordinator- IQAC  
S.P.M. Tatyasaheb Mahajan Arts &  
Commerce College, Chikhli- 443201  
Dist. Buldhana



PRINCIPAL

S.P.M. Tatyasaheb Mahajan Arts & Commerce  
College, Chikhli 443201 (Dist Buldana)

