



5.1.5 The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases

- 1. Implementation of guidelines of statutory/regulatory bodies**
- 2. Organisation wide awareness and undertakings on policies with zero tolerance**
- 3. Mechanisms for submission of online/offline students' grievances**
- 4. Timely redressal of the grievances through appropriate committees**

Options:

- A. All of the above**
- B. Any 3 of the above ✓**
- C. Any 2 of the above**
- D. Any 1 of the above**
- E. None of the above**

Year of Implementation

2016-17

2017-18

2018-19

2019-20

2020-21

Redressal Policy Document



Estd. 1965

NAAC Reaccredited Grade B+ with CGPA 2.71

Bharatiya Seva Sadan's
Smt. Radhadevi Goenka College for Women
Junior, Senior & Postgraduate Multi Disciplinary College
Affiliated to Sant Gadge Baba Amravati University, Amravati . (M.S.)
(Certified Minority Institution)

Grievance Redressal Policy

Smt. Radhadevi Goenka College for Women, Akola has well operative Students, Teaching and Non-Teaching staff Grievance Redressal Committee (herein after called as GRC). The primary function of the Committee is to take cognizance of the complaints / grievance and look into the same and make suitable enquiry and judge its merit.

The Grievance Redressal Committee is also empowered to look into matters of harassment. Anyone with genuine grievance can approach the Grievance Redressal Committee members in person or if the complainant wants the grievance can also be sent in writing, even an anonymous complaint can be entertained by way of complaint box.

Objectives:

The objective of the Grievance Redressal Committee is to develop a well responsive and accountable attitude among all the stakeholders with main focus on students in order to maintain a harmonious educational atmosphere in the institute. The Committee has been constituted for the redressal of the problems reported by the Students, Teaching and Non-Teaching staff of the College with the following objectives:

- Creating a conflict free atmosphere with upholding the dignity of the College through promoting cordial Student-inter-relationship and Student-teacher relationship.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Set-up of Suggestion / Complaint Box so that even anonymous complaints can also be entertained including their suggestions for improving the Academics / Administration in the College.

Jr. College - Index 01.01.007 | UDISE - 27050117185 | College Code - 207

Near Neheru Park, Murtijapur Road, Akola 444001

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Criterion V : Student Support and Progression



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- 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 staff to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Discourage ragging in any form where in and outside the institution. Any violation of ragging and disciplinary rules will be urgently brought to the notice of the Principal.

Functions:-

The cases are attended promptly on receipt of written grievances from the students. The Committee formally meets to review all cases, prepares a reports about the number of cases received, attended and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Ambit of committee:-

The Committee deals with Grievances received from the students about any of the following matters:-

Procedure:-

- The setting of the Grievance Redressal Committee for students will be widely published at all conspicuous places in the college.
- The students may feel free to put up a grievance and drop it in boxes placed at conspicuous locations.
- The GRC will act upon those cases which have been forwarded along with the necessary documents.
- The decision of GRC will be finalized by majority.

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- The GRC will make enquiry to see the merits and if necessary can call the complainant in person.
- The GRC will take up only those matters which have not been solved by the different departments.

The Committee shall endeavor to Contribute effectively to dispose the grievances at the earliest.


Exclusions:-

The Grievance Redressal Committee shall not entertain the following issues:

- Decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the University.
- Decisions with regard to award of scholarship, fee concessions, medals, under government schemes.
- Decisions of the University about admissions in any courses offered by the Institute.
- Decisions by competent authority on assessment and examination result.

Establishment of a Grievance Redressal Committee

In order to comply with the UGC Regulation for addressing, student or Parent's grievance, "Grievance Redressal Committee" of Smt. Radhadevi Goenka College for Women, Akola has been constituted with following Staff in different positions to enquire the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same.


Dr. Deyendra Vyas
Principal
PRINCIPAL
Smt. Radhadevi Goenka College
For Women AKOLA

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Criterion V : Student Support and Progression

Grievance Redressal Committee Report 2016-17

Smt. Radhadevi Goenka College for Women, Akola has responsive operative Grievance Redressal Committee. The primary function of the Committee is to take cognizance of the complaints / grievance of the students, teaching and non teaching staff and look into the same and make suitable enquiry.

At the inception of the new academic session, a notice regarding the working of 'Grievance Redressal Committee' was displayed on the notice board of the institute. Also a complaint and suggestion box was placed in the college premises. Monthly meetings were arranged with Hon'ble. Principal & necessary actions were taken.

In the session committee received few complaints in the suggestion box. It was regarding not working of Tube Light of room no.02. It was decided to forward it to the concerning person for maintenance, the problem was solved. Other complaint received was regarding uncleanliness of wash area of ground floor. Committee decided to take quick action on it and the problem was solved.



Dr. R. R. Sawjiyani
Coordinator,
Grievance Redressal Committee

04/07/2016

Meeting Notice

All the members of the Grievance-Redressal Committee are informed that the meeting has been organized in the Principal Chamber on Tuesday, 05/07/2016 at 12.30, so be present.

Agenda of the meeting

- Minutes of the last meeting will be confirmed. To discuss about the grievances/suggestions received by students for academic year 2015-16 and to discuss about the ways to solve the Grievances.
- Annual planning of the committee.
- The subject with the permission of the Chairperson
- **Minutes of the Meeting**
The Following decisions were taken in the meeting conducted on 05th July 2016
- To Display notice that such committee is working in our college.
- To keep complain and suggestion box for students.
- Encouraging the students to express their grievance or problems freely without any fear.
- The Grievance-Redressal committee will act upon, only those matters which have not been solved by the different departments.



Dr. R. R. Sawjiyani

Coordinator

Grievance Redressal Committee

08/09/2016

Meeting Notice

All the members of the Grievance-Redressal Committee are informed that the meeting has been organized in the Principal Chamber on Friday, 09/09/2016, so be present.

Agenda of the meeting

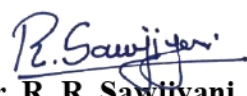
- To confirm the Minutes of the last meeting.
- Open the complain cum suggestion box
- The subject with the permission of chairperson

Minutes of the Meeting

i) The minutes of the previous meeting were read and confirmed.

ii) Opened the complaint cum suggestion box, received one complaint about not working of Tube Light of room no.01 in teaching class room. It was decided to forward it to the concerning person for maintenance.

iii) As there was no other subject the meeting was concluded.


Dr. R. R. Sawjiyani
Coordinator,
Grievance Redressal Committee

Criterion V : Student Support and Progression

Grievance Redressal Committee Report 2017-18

Smt. Radhadevi Goenka College for Women, Akola has responsive operative Grievance Redressal Committee. The primary function of the Committee is to take cognizance of the complaints / grievance of the students, teaching and non teaching staff and look into the same and make suitable enquiry.

At the inception of the new academic session, a notice regarding the working of 'Grievance Redressal Committee' was displayed on the notice board of the institute. Also a complaint and suggestion box was placed in the college premises. Monthly meetings were arranged with Hon'ble Principal and necessary actions were taken.

In the session committee received few complaints in the suggestion box. It was regarding the excess growth of grass near the benches in college premises. Actions were taken to clean the premises. There was another complaint regarding uncleanness of wash area of ground floor. Committee decided to take appropriate action on it and it was solved.



Dr. R. R. Sawjiyani
Coordinator,
Grievance Redressal Committee

04/07/2017

Meeting Notice

All the members of the Grievance-Redressal Committee are informed that the meeting has been organized in the Principal Chamber on Wednesday, 05/07/2017 at 12.30, so be present.


Agenda of the meeting

- Minutes of the last meeting will be confirmed.
- To discuss about the grievances/suggestions received by students for academic year 2016-17 and to discuss about the ways to resolve the Grievances.
- Annual planning of the committee.
- The subject with the permission of the chairperson.

Minutes of the Meeting

The Following decisions were taken in the meeting conducted on 05, July 2017

- To display notice that such committee is working in our college.
- To keep complain and suggestion box for students.
- Encouraging the students to express their grievance or problems freely.
- The Grievance-Redressal committee will act upon, only those matters which have not been solved by the different departments.


Dr. R. R. Sawjiyani
Coordinator,
Grievance Redressal Committee

08/09/2017

Criterion V : Student Support and Progression

Meeting Notice

All the members of the Grievance-Redressal Committee are informed that the meeting has been organized in the Principal Chamber on Saturday, 09/09/2017 at 11.30, so be present.

Agenda of the meeting

- Minutes of the last meeting will be confirmed
- Open the complain cum suggestion box.
- The subject with the permission of the chairperson.

Minutes of the Meeting

- Minutes of the last meeting were read and confirmed.
- Opened the complaint cum suggestion box, received one complaint about the excess growth of grass near the benches in college premises. Actions were taken to clean the premises.
- No any other subject were there the meeting .



Dr. R. R. Sawjiyani

Coordinator,

Grievance Redressal Committee

Criterion V : Student Support and Progression

Grievance Redressal Committee Report 2018-19

Smt. Radhadevi Goenka College for Women, Akola has responsive operative Grievance Redressal Committee. The primary function of the Committee is to take cognizance of the complaints / grievance of the students, teaching and non-teaching staff and look into the same and make suitable enquiry.

At the inception of the new academic session, a notice regarding the working of 'Grievance Redressal Committee' was displayed on the notice board of the institute. Also a complaint and suggestion box was placed in the college premises. Monthly meetings were arranged with Hon'ble Principal and necessary actions were taken.

In the session committee received few complaints in the suggestion box. It was regarding the use of mobile phone by some students in the premises. This complains was forwarded to discipline committee, actions were taken by discipline committee and the problem was solved. One more compliant was received from a student. The complaint was raised about the safety concern in sitting area of college canteen. Few committee members also expressed their concern about the said matter. Looking into the problem it was decided to conduct a proper enquiry by members of committee. The problem was discussed with the Principal and the boundary was covered with green net.



Dr. R. R. Sawjiyani

Coordinator,
Grievance Redressal Committee

02/11/2018

Meeting Notice

All the members of the Grievance-Redressal Committee are informed that a meeting has been organized in the Principal Chamber on Saturday 03/11/2018 at 12.30, so be present.

Agenda of the meeting

- Minutes of the last meeting will confirm.
- Open the complain cum suggestion box.
- The subject with the permission of the Chairperson.

Minutes of the Meeting

The Following decisions were taken in the meeting conducted on 03, November 2018

- i) Minutes of the last meeting were confirmed.
- ii) Received one complaint from the complain box regarding the use of mobile phone by some students in the premises this complain was forwarded to discipline committee, actions were taken by discipline committee and the problem was solved.
- iii) As there was no other subject the meeting was concluded.



Dr. R. R. Sawjiyani

Coordinator,
Grievance Redressal Committee

15/04/2019

Notice

All the members of the Grievance-Redressal Committee are informed that the meeting has been organized in the room no.04 on Tuesday 16/04/2019 at 12.30, so be present.

Agenda of the meeting

- Minutes of the last meeting will confirm.
- Open the complain cum suggestion box.
- The subject with the permission of the chairperson

Minutes of the Meeting

- i) Minutes of the last meeting were confirmed.
- ii) Committee received complaint, it was regarding about the safety concern in sitting area of college canteen. Few committee members also expressed their concern about the said matter. Looking into the problem it was decided to conduct a proper enquiry by members of committee. The problem was discussed with the principal sir and the boundary was covered with green net.
- iii) As there was no other subject the meeting was concluded.



Dr. R. R. Sawjiyani

Coordinator,
Grievance Redressal Committee

Criterion V : Student Support and Progression

Grievance Redressal Committee Report 2019-20

Smt. Radhadevi Goenka College for Women, Akola has responsive operative Grievance Redressal Committee. The primary function of the Committee is to take cognizance of the complaints / grievance of the students, teaching and non teaching staff and look into the same and make suitable enquiry and judge its merit.

At the inception of the new academic session, a notice regarding the working of 'Grievance Redressal Committee' was displayed on the notice board of the institute. Also a complaint and suggestion box was placed in the college. Monthly meetings were arranged with Hon. Principal & necessary actions were taken.

In the session committee received complaint in the suggestion box. It was regarding non working of Water Cooler, few Committee members inquired about it and found that there was minor technical issue with it and was already solved by concerning person.

In this session received suggestions about the permission of the use of mobile phone in college campus. After discussion it was forwarded to discipline committee and it was decided by the committee that mobile phones can be used in the campus only by permission of Principal Sir. Another suggestion was received about the facility of the separate book rack for competitive Exam in the library. Committee forwarded above suggestion to the concerning authority of library. This facility was provided to the students.



Dr. R. R. Sawjiyani
Coordinator,
Grievance Redressal Committee

08/07/2019

Meeting Notice

All the members of the Grievance Redressal Committee are informed that the meeting has been organized in the Principal Chamber on Tuesday 09/07/2019 at 12.30, so be present.

Agenda of the meeting

- Minutes of the last meeting will be confirmed.
- To discuss about the grievances/suggestions received by students for academic year 2018-19 and to discuss about the ways to solve the Grievances
- Annual planning of the committee.

Minutes of the Meeting

The Following decisions were taken in the meeting conducted on 9th July 2019

- To display notice that such committee is working in our college.
- To keep complain and suggestion box for students.
- Encouraging the students to express their grievance or problems freely without any fear of being victimized.
- The Grievance-Redressal committee will act upon only those matters which have not been solved by the different departments.



Dr. R. R. Sawjiyani
Coordinator,
Grievance Redressal Committee

14/03/2020

Meeting Notice

All the members of the Grievance-Redressal Committee are informed that the meeting has been organized in the Principal Chamber on Monday, 16/03/2020 at 12.30, so be present.

Agenda of the meeting

- Minutes of the last meeting will be confirmed.
- Open the complain cum suggestion box
- The subject with the permission of chairperson

Minutes of the Meeting

- i) The minutes of the previous meeting were read and confirmed.
- ii) Committee received one suggestion from complain cum suggestion box about the facility of the separate book rack for competitive Exam in the library. Committee forwarded above suggestion to the concerning authority of library. This facility was provided to the students.
- iii) No any other subject was there in the meeting.



Dr. R. R. Sawjiyani
Coordinator,
Grievance Redressal Committee

Criterion V : Student Support and Progression

Grievance Redressal Committee Report

2020-21

Smt. Radhadevi Goenka College for Women, Akola has responsive operative Grievance Redressal Committee. To address the new challenges due to pandemic and to give priority to the health and safety of all students & staff the new methods of online teaching were followed. The redressal committee solved all types of grievances of the students through online counselling.

- Faculty wise various WhatsApp groups were formed and the committee members monitored those groups to see any complaint related to online teaching.
- Frequent short training sessions were conducted on how to use online class tools for faculties and students.
- Committee received some minor issues related to online examination, network problems, etc. The committee looked into the matter and solved the problems.



Dr. R. R. Sawjiyani

Coordinator,

Grievance Redressal Committee