



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 compliant 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 entertain 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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- 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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