

Bhagwantrao Shivaji Patil Mahavidyalaya, Paratwada

Dist. Amravati

Students Grievances Policy

The Grievance Redressal Cell of Bhagwantrao Shivaji Patil Mahavidyalaya, Paratwada was formally constituted with Nine members to probe into the student grievances. It redresses the grievances at departmental level and grievances of common interest are forwarded to the GRC. The Cell maintains a conducive and unprejudiced educational environment. Complaints of students and parents are redressed as soon as they are received. All complaints are scrutinized by the Grievance Redressal Cell and the resolutions are recorded.



Dr. D. V. Kokate
Incharge Grievance Redressal Cell
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Objectives

- The cell provides platform to all the students for their grievances
- Identify the weaknesses and address them in a positive and structured manner
- Bridging the gap between college management, teachers and students

Grievance Handling Levels-

- Grievance Redressal Cell
- Anti Ragging Cell
- Cell to Prevent Sexual Harassment of Women

Grievance Handling Mechanism

Grievance Handling Mechanism

- The College Grievance Redressal Cell shall follow the principles of natural justice while considering the grievances
- Student aggrieved can send their grievance through suggestion boxes or through Personal Contact to the Grievance Redressal Cell.
- All complaints are collected, analyzed, scrutinized and handled by the College Grievance Redressal Cell.
- After scrutinizing the complaints, general in nature (Teacher, Facilities and Examination) complaints are addressed by College Grievance Redressal Cell and other complaints are send to respective cells as per it's nature to 'Anti Ragging Cell' (physical and psychological harm) and 'Cell to Prevent Sexual Harassment of Women' (discrimination, harassment, retaliation or sexual assault at all levels)
- The Cell shall resolve the grievance within period of fifteen days of receiving the complaint.

Depending on the seriousness of the problem, the issues are settled by the Cell or by the Principal in consultation with other members of the management, parents and faculty. The collective efforts of the management, department heads, class teachers, various staff coordinators of clubs and associations and the Grievance Redressal Cell resolve the complaints promptly and efficiently. The effective complaint management mechanism improves better stakeholder relationship and contentment.

Due to existence of Cell the students, teachers and non teaching staff get a functional platform to share their issues and grievances. The judicious resolution and vigorous engagement of Cell has resulted in creation of faith and belief in the system. This has resulted in the development of vibrant, friendly and conducive environment in the institution.

IQAC Goordinator

Dr. E. D. Tatte



Principal

Dr. R. A. Umekar
Principal

Bhagwantrao Shivaji Patil Mahavidyalaya
Achalpur Camp, Paratwada