

Yavatmal Zilla Akhil Kunbi Samaj Dwara Sanchalit
Gopikabai Sitaram Gawande Mahavidyalaya, Umarched

Dist:-Yavatmal Pin Code – 445206
Arts – Commerce – Science & M.C.V.C.

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Principal

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Ref.No.

Date:

Policy and SOP on
STUDENTS GRIEVANCE REDRESSAL MECHANISM

Title:

This policy and SOP is entitled as “Students Grievances Redresser Mechanism” which set a standard for student and staff’s complaints and their solutions.

Scope:

This policy will be applicable to all College Teaching, Non-teaching staff and all students. Students Grievances Redresser Mechanism runs actively to solve their complaints regarding infrastructural facility, library, teaching methods, quarrel among students, ragging or teasing of senior students to fresher, sexual harassment and molestation of girl child or female staff. This cell will guide the students regarding the above issues and make aware them how this mechanism work for facilitating, supporting and solving the complaints.

Objectives:

The policy is designed with the following objectives to achieve.

1. Create and provide systematic platform for dealing and resolving grievances of all teaching, non-teaching staff and students.
2. This policy aims to design a standard operating process for effective solution on all the issues related to grievances.
3. To provide healthy environment and experience that inspires learners to exceed their expectations and achieve what they felt difficult to achieve.

Procedure and Practice:

1. Aggrieved student needs to submit a hard copy of grievance to respective college/ Department Head.
2. At the same time aggrieved student needs to register the grievance on the "Online Students Grievances Registration Portal" on College website: www.gsgcollege.edu.in or offline through suggestion box.
3. Registered grievance will be directed to respective Faculty/ Head of Department within 07 working days of receipt of the grievance on the online portal.
4. College/ Head of Department will refer the grievance to appropriate Student Grievances Redresser Committee of the College/ Department
5. The respective Student Grievance Redresser Committee shall fix a date for hearing the grievance which shall be communicated to the institutional head and the aggrieved student.
6. Institutional Head must ensure that the time period between receipts of grievance from College portal and redressing the grievance must not exceed 10 working days.
7. If the student is not satisfied with the decision of the respective Student Grievance Redresser Committee, then his/her grievance must be referred to the principal.

Responsibility rests with:

- A. The principal: will approve the policy and ensure its development and evaluation.
- B. The Principal, Vice- Principal and IQAC will be responsible for the dissemination of the policy.
- C. It is the responsibility of all teaching staff to read this policy carefully and follow the SOP as directed.

Date of creation: June 2020

Review Date: The policy will be reviewed annually or as needs dictate during the academic year.

Approved by :


Co-ordinator
IQAC,
G.S.Gawande College, Umarkhed.




Principal
G.S.Gawande College
Umarkhed Dist.Yavatmal.