



TILAK EDUCATION SOCIETY'S
J. K. COLLEGE OF SCIENCE & COMMERCE
(Recognised by Govt. of Maharashtra & Affiliated to University of Mumbai)
PLOT NO. 22, SECTOR 5, GHANSOLI, NAVI MUMBAI - 400 701. PH. : 022-27540033, 27550033
E-mail : jkcollege.ghansoli@gmail.com • Website : www.tilakedu.com

JKCSC/CGRC/PD

GRIEVANCE REDRESSAL CELL POLICY

The Grievance and Redressal Cell of Tilak Education Society's J.K. College of Science & Commerce, Ghansoli desires to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by anyone with regard to the activities of the Institution, and in particular, those made by students. The Cell ensures an effective solution to the grievances, using a fair approach.

The Grievance and Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College. The cell meets periodically, examines the nature and pattern of the grievances and redresses it accordingly.

Objectives

1. To develop an organizational framework to resolve grievances of the students and other stakeholders.
2. To investigate the reason for dissatisfaction.
3. To ensure effective solution to the stakeholders' grievances with an impartial and fair approach.
4. To enlighten the students on their duties and responsibilities.





Responsibilities: - The Committee is responsible for the following:

1. To receive complaints and grievances from faculty, staff and students regarding employment, administration and academics.
2. Maintain all files pertaining to the grievances redressing activities.
3. Meet once a month or more often if the situation demands, to discuss any grievances to discuss and resolve the grievances, if any received in writing from students
4. Maintain the minutes of the meetings and brief the Principal /College Development Committee.
5. Recommend to the Principal/ CDC any action that needs to be taken in case of any serious or sensitive issue.
6. Convey the decision of the Principal to the aggrieved students in writing.

Functions of the Grievance Redressal Committee

- To accept written grievances from students and staff related to the system.
- To create and implement a mechanism to handle the reported grievances.
- To forward the findings to the Management, if necessary, for further action.
- To listen, record and scrutinize the grievances submitted to them by the staff and students and take necessary steps immediately.
- To attend to the grievances based on the authenticity and gravity of the criticisms made.
- To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.



- To convene periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.

Procedures-

The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:

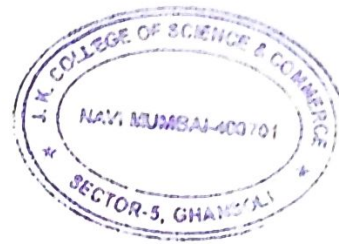
Academic issues pertaining to teaching, learning and evaluation activities. The issues relating to student-teacher, student-student also be brought to the notice of the committee. Grievances relating to library, canteen, IT facilities, sports and cultural aspects will also be redressed by the committee.

1. The grievances shall be redressed depending on the nature of the problem. These issues can be expressed through the use of suggestion boxes provided on the fourth floor of the building.
2. Department level counseling is offered where the matter can be resolved.
3. Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ principal level.
4. For other grievances that require review shall be redressed by receiving written and signed applications.
5. As soon as the application is received the Redressal Committee shall review the complaint and necessary actions are taken to resolve the grievances. The outcome of the discussion is reported to the Principal for further action to be taken.

Redressal of Grievances

The grievances are redressed at the earliest by taking necessary actions. Priority is given according to the urgency of the complaint. In all cases the

decisions are informed to the Principal/ College Development Committee and the grievances are resolved at earliest by adopting necessary measures. All the grievances concerning women harassment and ragging shall be dealt by the respective committees as per the prescribed procedures.



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PRINCIPAL

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Sector - 5, Ghansoli, Navi Mumbai-400701



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JKCSC/CGRC/SOP

SOP IN CASE OF GRIEVANCE RAISED:

- **By Students:** Students are free to approach any teacher or drop their grievances in the suggestion box or can appeal for their grievances in the written form, for which they can refer to the link from the college website.
- **By Teaching/ Non-Teaching Staff:** Grievances raised by the staff can be communicated through the committee coordinator or by the member to the convenor through grievance form provided in the college website or grievance dropped in the suggestion box which is checked on a regular basis.

Redressal: The Class teacher/Mentor /Coordinator/Member resolves the grievance by informing the Committee Convenor. Grievances which are at the level of college administration are resolved by taking appropriate actions and grievances related to development of infrastructure are communicated to the Principal/ College Development Committee by passing necessary resolutions. The College Development Committee sees into the severity of grievances and takes immediate actions and redresses the grievance for the benefit of stakeholders (students/ teacher/non -teaching staff).

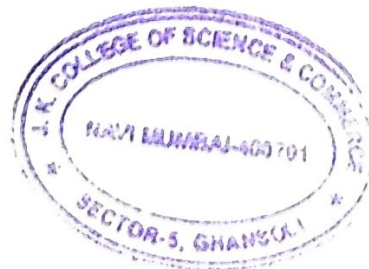
- **By Teacher:** If the complaint is raised by any teacher / staff member then, it can be brought to the notice of their respective HOD or Committee.



- **Redressal:** The matter is looked into in depth and a show cause notice is issued. Investigating the matter / issue Counseling Extraction of an apology Warning / Suspension Monitoring / Mentoring Communication of the resolution or action to the aggrieved party. Thereby a very transparent & effective redressal system is being followed at JKCSC.

When can the grievance redressal committee be approached:

The Convenor /Co-ordinator/member can be met freely to discuss the grievance of stakeholders if any. If the complainant is not satisfied with the resolution of his / her grievance or it remains unattended or unresolved then he / she can approach the HOD / Committee Head / Principal with the complaint in a written form. The confidentiality is maintained throughout the procedure to avoid any discrimination or targeting.



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