

KISAN VEER MAHAVIDYALAYA, WAI

Internal Quality Assurance Cell (IQAC)

Student Grievances Redressal Policy

1. Preamble:

Janata Shikshan Sanstha's Kisan Veer Mahavidyalaya, Wai aims to provide conducive educational environment (where there are no barriers) for succession and progression of the student. If a student's behavior prevents others from feeling safe, secure, respected and from being able to learn effectively, then this may result in disciplinary action. The purpose of this policy is to ensure that all instances of student misconduct are dealt with fairly and consistently and provide a clear procedure to guide both the staff and students.

2. Student Grievances Redressal Cell

The College has duly constituted Student Grievances Redressal Cell. The Cell tries to promote and maintain a conducive and unprejudiced environment for the students. It attends to the grievances and complaints registered by the students with regard to the activities of the Institution. The Cell ensures timely solution to the grievances, using a fair mechanism. The Grievances Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations. The cell meets periodically as per the need, examines the nature of the grievances and redresses the grievances accordingly.



3. Objectives:

1. To develop an organizational framework to resolve grievances of the students on time.
2. To ensure timely solution to the grievances of the students
3. To investigate the reason of dissatisfaction
4. To enlighten the students on their duties and responsibilities

4. Composition:

Particulars	Position
Principal of the college	Chairperson
A senior faculty member	Convener
One senior teacher from each faculty	Member
A woman representative of staff	Member
IQAC Coordinator	Member
A representative of administrative staff	Member
Three representatives of students [At least one shall be female]	Member

5. Functions of the Cell:

1. To create conducive educational environment in the campus.
2. To make students aware of the code of conduct, rules and regulations of the institution.
3. To make aware the students of the process for registering grievances.
4. To investigate and analyze the grievances raised by the students.
5. To resolve and dispose off the grievances.



6. To maintain record of grievance, investigation and resolutions in the form of minutes.
7. To recommend corrective action.

6. Issues:

The **Student Grievances Redressal Cell** shall receive and redress the grievances of the following issues:

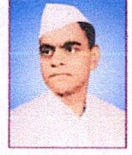
- Academic issues pertaining to teaching, learning and evaluation activities
- Student-teacher, student-student grievances
- Grievances related to library, canteen and IT services
- Grievances related to sports, cultural, NSS, NCC, College Magazine etc.
- Grievances related to behavior of the stakeholders

7. Procedure:

1. The grievances shall be redressed depending on the nature of the grievance.
The Grievances are invited through the Suggestion Box installed in the poarch of the Main Building.
2. Department level counseling is offered to resolve the matter at the departmental level.
3. Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ principal levels.
4. Grievances that require review shall be redressed by receiving written and signed applications.
5. Whenever the application is received, the Cell shall review the complaint and invite the students for discussion. The outcome of the discussion shall be reported to the Principal to take further action.



Janata Shikshan Sanstha's



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8. Redressal of Grievances:

The grievances are redressed at the earliest by organizing the meetings of the Cell from time to time as per the need. In all cases the aggrieved is informed of the measures taken. Checks in the system are introduced to ensure there is no repetition of the same complaint.


Coordinator
Internal Quality Assurance Cell
Kisan Veer Mahavidyalaya, Wai
Tal. Wai, Dist. Satara




Principal
Kisan Veer Mahavidyalaya, Wai
Tal. Wai, Dist. Satara