



"Social Transformation Through Dynamic Education"

Bharati Vidyapeeth's

Dr. Patangrao Kadam Mahavidyalaya, Sangli

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Accredited with 'B⁺⁺' Grade
by NAAC (3rd Cycle)

Grievance Redressal Policy

Introduction:

The college has a Grievance Redressal Cell headed by the principal to address and redress the grievances according to guidelines given by UGC and Shivaji University, Kolhapur. Prompt and effective disposal of grievances of various stakeholders is being done by the Grievances Redressal Committee constituted for the overall well-being of staff and students. This committee discusses the matter with the principal to solve the problems. Suggestion boxes have also been installed in the college campus in which the stakeholders can put, in writing, their grievances. For the women, there is a separate committee named "Internal Complaints Committee" (ICC) to redress their grievances. The Student Grievance Redressal Committee (SGRC) and Anti-ragging Committee (ARC) also look after overall discipline of the college and resolve complaints, if any

Objectives of Grievance Redressal Committee:

1. To formulate the policy to investigate and review complaints of students and faculties.
2. To create awareness of availability of members for students and faculties to report grievances.



To ensure effective solution to the students and faculty grievances with an impartial and fair approach.

4. To promote effective communication and collaboration among those responsible for compliance.
5. To Monitor emerging compliance trends and circulates the information as needed.
6. To organize various functions acquainting the women regarding their rights.

To achieve the above objectives, the Student Grievance Redressal Committee, Internal Complaint Committee and Anti Ragging Committee are formed as per the government circulars.

Constitution of Student Grievance Redressal Committee:

Sr. No.	Name	Designation
1.	Principal	Chairman
2.	2 to 3 Teaching Staff Representative	Members
3.	Senior Office Staff Representative	Member
4.	Senior Faculty Member	Secretary

Constitution of Internal Complaints Committee:

Sr. No.	Name	Designation
1.	Senior Faculty (Among Ladies Staff)	President
2.	2 Student Representative	Members
3.	One Legal Advisor	Member
4.	One representative from NGO	Member
5.	3 to 4 Faculty Representatives	Members
6.	Senior Faculty (Among Ladies Staff)	Secretary



Constitution of Anti-ragging Committee:

Sr. No.	Name	Designation
1.	Principal	President
2.	Legal Advisor	Member
3.	One Representative from NGO	Member
4.	3 to 4 Faculty Representatives	Members
5.	2 students Representative	Members
6.	Senior Faculty Staff	Secretary

Mechanism:

The mechanism for the redressal of the grievances is as per the university rules. At the university level, there is a Grievance Redressal Committee. This Committee works towards resolving the complaint lodged by the student. Anyone with a genuine grievance may approach to the principal and members of SGRC. In case the student / faculty is unwilling to appear in person, written grievance may be dropped in the 'Complaint Box' situated in the library of the college. A provision for online grievances is available at Grievances Portal on college website (<https://bvdpkmsangli.edu>).

Students / faculty members are requested to note that making a complaint is serious and therefore, they are to use this power in a responsible manner. At the same time, the college assures students that their identity will not be disclosed to anyone and once a complaint is made, it will be treated with confidentiality.

Depending on the seriousness of the problem, the issues are resolved by the Committee under the guidance of Principal, in consultation with other members of the management, parents and faculty. The collective efforts of the management, Head of the departments, class teachers, various staff coordinators and the Student Grievance Redressal Committee, will tackle the complaints promptly and efficiently in fair manner.



Form for Grievances:

Link will be provided on college website (<https://bvdpkmsangli.edu>).

Fill this form to communicate your grievances:

1. Name of Student / faculty:
2. Address:
3. Email:
4. Mobile No.:
5. Department:

6. Details of Complaint : -----

Convenor
(SRGC)

Convenor
(ICC)

Convenor
(ARC)

Co-ordinator
IQAC

Principal




Principal,
Dr. Patangrao Kadam Mahavidyalaya,
Sangli.