

**KATRUWAR ARTS, RATANLAL  
KABRA SCIENCE & B.R. MANTRI  
COMMERCE COLLEGE, MANWATH  
- 431 505 DIST. PARBHANI (M.S.)**



**कत्रुवार कला, रतनलाल काबरा विज्ञान व  
बी. आर. मंत्री वाणिज्य महाविद्यालय,  
मानवत जि. परभणी - ४३१५०५.**

BEST COLLEGE AWARD 2010

Re-Accredited with 'B' grade by NAAC

(Affiliated to Swami Ramanand Teerth Marathwada University, Nanded)

Prin. : (02451) 240535, Office : 240087, Fax : 240535, Resi.: 240547 e-mail : [principalkkcm@gmail.com](mailto:principalkkcm@gmail.com)

**Dr. B. S. Munde  
PRINCIPAL**

## Student Grievance Redressal Cell



### Introduction: -

KKM College, Manwat has a commitment to provide a safe, fair and stress-free learning environment to students, where there are no barriers to student success and progression. For the purpose, the College has set up Students Grievance Redressal Cell in 2013 in accordance with the provisions made in the UGC (Grievance Redressal) Regulations, 2012 and was updated later in the year 2017-18, as per the guidelines provided in the Chapter IV 56 (b) of the Maharashtra Public Universities Act (MPUA), 2016 for addressing the day-to-day grievances related to students. The College desires to promote and maintain a conducive and unprejudiced environment for its stakeholders. It enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules & regulations of the College and facilitates the resolution of grievances in a fair and impartial manner involving all the parties concerned and maintain the necessary confidentiality as the case may be.

Any bonafide student with a genuine grievance may approach any member of the Cell in person or grievances may be dropped in the Suggestion Box made available at the Administrative Wing or grievances may also be sent through e-mail of the Chairman/Members of the Cell or the College E-mail.

### Objectives: -

- ❖ To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by students
- ❖ To uphold the dignity of the College by promoting cordial student-student relationship, student-teacher relationship and student-non-teaching relationship.
- ❖ To develop a responsive and accountable attitude among students and staff by maintaining a harmonious atmosphere on Campus.
- ❖ To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- ❖ To ensure that the views of every aggrieved party and respondent are respected and that any party to a grievance is neither discriminated against nor victimized.

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- ❖ To advise students to respect the rights and dignity of one another, and not to behave in a vindictive manner towards any reason.

### **The Grievance Redressal Cell:-**

It is a statutory Committee, consisting of following members, which handles the function of remedying of grievances. The Cell, while redressing the grievances, is guided by the principles of natural justice and puts its best efforts in order to arrive at a right decision/ amicable solution expeditiously.:

Sr.no	Name	Designation
1	Dr. B.S. Gite	Co-ordinator
2	Dr. S. J. Kukde	Member
3	Dr. V. P. Jadhav	Member
4	Dr. Y.J.Bagul	Member

The Cell meets periodically, examines the nature and pattern of the grievances and redresses them accordingly.

### **Functions of the Cell: -**

- ❖ To provide students with proper advocacy to express their grievances freely and frankly without any fear of being victimized.
- ❖ To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process.
- ❖ To analyse the merits of grievances and conduct formal hearing and investigation as the case may be.
- ❖ To protect the privacy and confidentiality of all the parties during the investigation, consistent with and subject to policy guidelines.
- ❖ To obtain the facts through relevant and reliable sources in a fair and objective manner.

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- ❖ To ensure a speedy disposal of application/request, within a maximum period of 15 days from the date of receiving the application as the case may be.

### Types of Grievances

Type of Grievance	Specifications
Academic related Issues	Admission, Examination, Internal Assessment, Library facilities, Issuance of Certificates, Add-on/value added courses, Research related etc
Amenities & Maintenance Issues	Drinking Water, Sanitation, Hygiene, Computer facilities Wi-Fi internet Connectivity etc
Co-curricular, Extra Curricular and Extension Issues	Student clubs/Associations Award of marks for NSS/Sports/Avishkar etc.
General Administration Issues	Collection of Fees, CCMS, ID Cards, Parking, Scholarships etc.
Internship/Training/ Placement Issues	Organization of camps, follow up
Other Related Issues	Safety, Security, Discipline, Emergency Services etc

### Standard Operating Procedure (SOP);

Any student who wants to initiate a grievance may in the first instance bring the issue to the notice of the Head of the Dept, in case of teaching-learning-evaluation and Head of the Office, in the case of office procedure, who will address the issue and try to resolve it within a couple of days of the receipt of grievances.

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If there is no response within the stipulated time from the above mentioned designated persons within the stipulated time or the aggrieved student is dissatisfied with the solution offered, the grievant is free to lodge complaint with the Grievance Redressal cell.

**General Guidelines: -**

- The grievance must always be in the form of a detailed written complaint submitted either in person or via email within 07 days from the date of occurrence of the event giving rise to grievance. However, the Head of Institution may extended this time frame where a delay is due to circumstances beyond control of the person aggrieved such as illness etc.
- Formal complaint shall be a clear statement of event/issue, a reasonably detailed description of the relevant facts, evidence etc. with full name, class and contact number
- Alternative avenues for redressal of grievances are also encouraged for example, informal resolution through wide consultations.

**Group Grievance:** If there is a group grievance, list of all persons who are parties to the grievance to be attached. The list must include each person's name, College ID number, Phone number, email ID etc. The list must also designate one individual as spokesperson for the group.

No proxy will be allowed for representing the case of the aggrieved party.

**Confidentiality:** The GRC shall maintain confidentiality of information shared through consultations, grievance redressal process. All the information collected will be treated as confidential and will not be disclosed to the third party without the consent of the parties involved. However, disclosures may be required for the purpose of fact finding or efforts to resolve the grievance. Parties involved will also have to maintain the confidentiality of the information discussed during the fact-finding process.

The Grievance Redressal Cell shall maintain a grievance register under the supervision of the Officer-in-Charge/Co-ordinator of the Cell.

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### **Redressal of Grievances: -**

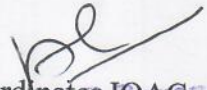
The grievances are redressed at earliest through the mechanism of conducting meetings, investigation and by issuing warning letter, memo and reformation remedies. Priority is given to the urgency/merit of the complaint filed. Checks in the system are introduced to ensure that there is no repetition of the same complaints.


### **Appeals :-**

If the aggrieved party is dissatisfied with the decision/resolution of the Grievance Redressal Cell, then such person can appeal the decision to the Board of Trustees through the Principal within seven days of the receipt of the Cell's decision. The Board of Trustees shall provide the final decision within 15 days of receipt of the appeal which shall be binding on both the parties.

**Exclusions:** The following complaints/ grievances shall not be construed by the Grievance Redressal Cell for consideration and disposal:

- Decisions taken by the Authorities of the affiliating University, SRTMUN.
- Decisions with regard to awards, fee concessions etc.
- Decisions with regard to disciplinary matters and misconduct.
- Decisions with regard to the recruitment and selection.
- Decisions by the competent authority on assessment and examination result/revaluation or remarking of answer sheets.
- Anonymous and frivolous complaint will not be entertained/processed.

  
Dr. Durgesh Munde,  
Coordinator, IQAC,  
K.K.M. College, Manwath,  
Dist. Parbhani-431505

  
Dr. Bhaskar Munde  
Principal  
PRINCIPAL  
Katrwar Arts R. Kabra Science  
& B. R. Mantri Commerce College  
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**Model/ Sample Grievance Registration Form  
(Annexure)**

**(A) Grievant Profile**

Name :-  
Gender :- Male/Female  
Course Studying :-  
College ID No. :-  
E-Mail :-  
Phone :-

**(B) Grievance Details**

**1. Type of Grievance**

- Academic Related --
- Amenities & Maintenance Related --
- Co-curricular, Extra-Curricular and Extension Related --
- General Administration Related --
- Internship/Training/Project/Placement Related --
- Other Related Issue --

2. Date of Occurrence

3. Have you discussed this issue with your Teacher/Mentor/HOD

4. Teacher's Mentor's/HOD's Name

**Issue of Grievance:** (Describe what happened/When and Where etc)

Action Requested (Indicate the action/s that would resolve your grievance)

I declare that the information provided by me is true to the best of my knowledge

Date

(Signature of the Aggrieved)