

## **Grievance Redressal Guidelines**

### **Introduction**

Establishing a Grievance and Redressal cell is crucial to address student grievances. This cell will function under the guidance of a Grievance Redressal Committee. It will enable students to express their complaints by following the grievance procedure outlined in the college's rules and regulations. The committee will convene regularly to analyze the nature and patterns of grievances and implement suitable measures for resolution.

### **Objectives**

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

### **Grievance and Redressal Cell Composition**

- Principal
- Vice-Principal
- Grievance and Redressal Coordinator
- Member
- Member
- Non-teaching Staff Member
- Students

## Functions of the Grievance and Redressal Cell

- Formation of grievance committee
- Provides information about the Cell's objectives and mode of operation through Website
- Informs students of the process for registering of grievances in the Induction programs.
- Complaint box to be opened once in a fortnight in presence of committee
- Receive the complaint from ERP and record complaint in register.
- Analyse the root cause and decide correction and corrective action
- Implement the corrective action
- Seeks a solution through decision-making process
- check repeated failures and initiate preventive action
- Prepare a summary of complaints and submit to management representatives for discussion in management review meeting.

### Mode for Grievance registration:

Students can communicate their grievance through following mode:

- 1) Complain box
- 2) ERP
- 3) By contacting Grievance and Redressal cell and registered their grievance.

Note: Students' feedback forms regarding Teaching learning and infrastructure, should be used to solicit suggestions from students, which must be carefully considered to understand their perspectives and take action as per their needs.

### Redressal of Grievances

1. The grievances shall be redressed depending on the nature of the grievance.
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/CEO/ principal level.
4. For other grievances that require review shall be redressed by receiving written and signed application.
5. As soon as the application is received the Redressal Committee shall review the
6. complaint and invites both the parties for discussion. The outcome of the discussion is reported to the Principal for further action to be taken.
7. The grievances are redressed at the earliest by issuing warning letter, memo and reformation remedies. Priority is given according to the urgency of the complaint.
8. 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.
9. All the grievances concerning to women harassment and ragging shall be dealt by the respective committees as per the prescribed procedure.



**Mrs. Pratima Jagale**

**IQAC Head**

**Co-Ordinator**

Internal Quality Assurance Cell (IQAC)  
Ashoka Center for Business & Computer  
Studies, Nashik-422 003.



**Dr. P.A. Ghosh**

**Principal**

**PRINCIPAL**  
Ashoka Center for Business and  
Computer Studies, Nashik



## PROCESS NO-4


## GRIEVANCE REGISTER - 2020-21

## GRIEVANCE COMMITTEE

Sr.no	Name of members	
1	Dr. Harsha Patil	Principal
2	Mrs. Pratima Bhalekar	Vice Principal(BBA(CA))
3	Mr. Lokesh Surana	Vice Principal(BBA)
4	Mrs. Khushbu Pawar	Process owner
5	Mrs. Sonia Borse	Member
6	Mr. Mohan Nikumbh	Member



**Co-Ordinator**  
Internal Quality Assurance Cell (IQAC)  
Ashoka Center for Business & Computer  
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**Dr. PRINCIPAL**  
Ashoka Education Foundation's  
Ashoka Center for Business and  
Computer Studies, Nashik

**ASHOKA EDUCATION FOUNDATION - NASHIK**

**MINUTES OF MEETING- Odd semester Infrastructure feedback and Grievances**

Rev:00 MR/R/13

Date: 16.06.2020

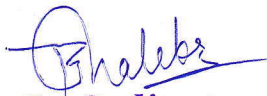
Time: 12.30pm

Venue: Zoom meeting

Members Attended:

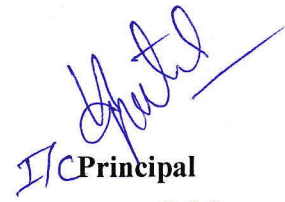
Mrs.Harsha Patil
Mr.Lokesh Surana
Mrs.Pratima Bhalekar
Khushbu Pawar
Sonia Borse
Mohan Nikumbh

Sr. No.	Agenda Point	Action / Decision	Responsibility	Target date
1.	Grievance / suggestion box	1. Odd semester 20-21 Grievances/Infrastructure infrastructure feedback not taken	1. Reason for Deviation is that, infrastructure feedback and grievances for odd semester were not taken due to lockdown on account of covid-19 pandemic.	Nil



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