



Shikshan Prasarak Mandal, Kamptee's

Seth Kesarimal Porwal College of Arts & Science & Commerce, Kamptee – 441 001

Affiliated to RTM Nagpur University, Nagpur, Maharashtra

NAAC Accredited with 'A' Grade

Website: www.skpckamptee.org

E-mail : iqac.skpc@gmail.com; principal@skpckamptee.org

Internal Quality Assurance Cell (IQAC)

Dr. M. B. Bagade
Principal

Dr. P. R. Dhongle
Co-ordinator

Date : 18/04/2019

Grievance Mechanism of the College

The college has constituted the Grievance Cell for handling any type of grievances related to students or any staff member. The members of this cell are nominated by the Principal. The cell works in two parts namely: The Student's Grievance Cell and The Staff Member's Grievance Cell.

The Student's Grievance Cell

Introduction: The Student's Grievance Cell desires to promote and maintain a conducive and unprejudiced educational environment. The objectives of Student's Grievance Cell include the following:

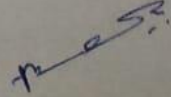
1. To support, those students who have been deprived of the services offered by the College, for which he/she is entitled.
2. To make officials of the College responsive, accountable and courteous in dealing with the students.
3. To ensure effective solution to the student's grievances with an impartial and fair approach.

The Cell enables a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College. 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".

Functions:

1. Redressal of Student's Grievances to solve their academic and administrative problems.
2. To co-ordinate between students and Departments / Sections to redress the grievances.
3. To guide ways and means to the students to redress their problems.




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Student's Grievance Procedure:

The grievance procedure is a machinery to sort out the issues between student and college. It is a means by which a student who believe that, he / she has been treated unfairly with respect to his / her academic / administrative affairs or is convinced to be discriminated is redressed. It is a body to settle and solve the student problem. It enables to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college. It involves a process of investigation in which 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Matters are disclosed to only those, who have a legitimate role in resolving the matter. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".

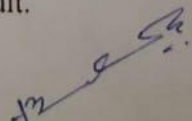
The students are ought to lodge their grievances in the prescribed form available with the Vice-Principal (s). The form, duly filled, is required to be submitted in the drop box placed outside the Principal's office or can be directly submitted to the Principal. The Principal in turn intimates the matter to the committee for necessary action. Final report based on grievance received and resolved will be submitted to the Principal and further course of action will be decided and the same shall be intimated to the students.

Exclusions:

Student's Grievance Cell shall not entertain following issues.

1. Decisions of the Academic Council / Board of studies and other academic / administrative committees constituted by the college.
2. Decisions with regard to award of scholarships / fee concessions / awards / medals.
3. Decisions made by college under the Discipline, Rules and Misconduct.
4. Decisions of the college in admissions of any courses.
5. Decisions of the competent authority on assessment and examination result.




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The Staff Member's Grievance Cell

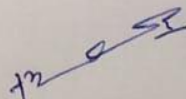
Introduction: The Staff's Grievance Cell is committed to a transparent process for workers to express their concerns and file grievances, including anonymous complaints. The Cell ensures that there will be no retaliation or discrimination against those who express grievances, and that any grievances received will be treated confidentially. The cell makes sure that the Management will treat grievances seriously and take prompt and appropriate action in response, if needed. The college grievance mechanism does not replace other channels for grievance resolution as defined by law or collective agreements.

Grievance Mechanism for Staff members:

1. Ask employee to fill out a grievance form.
2. Talk with the employee to ensure the matter is understood completely.
3. Provide the employee who faces allegations with a copy of the grievance.
4. Organize mediation procedures (e.g. arranging a formal meeting).
5. Investigate the matter or ask the help of an investigator when needed.
6. Keep employees informed throughout the process.
7. Communicate the formal decision to all employees involved.
8. Take actions to ensure the formal decision is adhered to.
9. Deal with appeals by gathering more information and investigating further.
10. Keep accurate records.

This procedure may vary according to the nature of a grievance.




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