



GRIEVANCE REDRESSAL POLICY

K.L.E Society's Science and Commerce College has the Grievance and Redressal Cell to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by anyone with regard to the activities of the Institution, and in particular, those made by students. The Cell ensures effective solution to the grievances, using a fair approach. The Grievance and Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College. The Cell meets periodically, examines the nature and pattern of the grievances and redresses it accordingly.

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.
3. Encouraging the students to express their grievance/ problems freely and frankly, without any fear of being victimized.
4. Advising students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
5. Advising all the students to refrain from inciting students against other students, teachers and college administration.
6. Advising all staffs to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.

IQAC Coordinator

K. L. E. Society's
Science & Commerce College,
Kalamboli, Navi Mumbai-410218

Principal

K. L. E. Society's
Science & Commerce College,
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7. Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.
8. Woman Harassment complaint will be handled as per government guidelines by respective section.

Grievance and Redressal Cell Composition

- Chairmen(Principal), Convener and Jt. Convener

Functions of the Grievance and Redressal Cell

- The cases will be attended promptly on receipt of written grievance from the students.
- Informs students of the process for registering of grievances in the Induction Programs.
- Acknowledges and Analyzes the grievances.
- Seeks a solution through decision-making process
- Reports the grievances and records how they were redressed.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which required direction and guidance from the higher authorities.

Procedures

The Grievance and 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 charging of fees, scholarships and payments

Grievances related to infrastructure, basic amenities, sanitation, transport or

Victimization or Harassment and Ragging by colleague students or teachers etc.

- Grievances related to sports, cultural



K. L. E. Society's

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- Grievances related to behavior of stakeholders
 1. The grievances shall be redressed depending on the nature of the grievance. The Grievances are invited through suggestion boxes provided in each floor of the building.
 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/ 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 complaint and invites both the parties for discussion. The outcome of the discussion is reported to the Principal for further action to be taken.

Redressal of Grievances

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. 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.

All the grievances concerning to women harassment and ragging shall be dealt by the respective committees as per the prescribed procedures.


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