



K. M. AGRAWAL COLLEGE OF ARTS, COMMERCE & SCIENCE, KALYAN

(Conducted by : Hindi Bhashi Jankalyan Shikshan Sanstha)
(A Minority Institution Affiliated to the University of Mumbai)

ISO 9001-2008 Certified Institution

NAAC Accredited A

Dr. (Mrs.) Anita Manna
M.Com., Ph D., M.B.A. (HR)
Principal

Agrawal College - Padgha Road,
Gandhare, KALYAN (W) - 421 301.
☎ : (Off.) : (0251) 2970123
(Dir.) : (0251) 2970297
E-mail : kmagrawalcollege@yahoo.co.in
www.kmagrawalcollege.org

GRIEVANCE REDRESSAL POLICY

The college has a Grievance Redressal Cell to redress the grievance of its students and all other stakeholders. They may approach CGRC to raise their grievances regarding academic matters, and other services. The cell redresses the grievances resolves students problems, promptly and judiciously.

Objectives:-

The objective of the College Grievance Redressal Cell is to develop a responsive and accountable approach among all the stakeholders in order to maintain a harmonious educational environment in the College.

Following are the objectives of CGRC: -

1. To prepare the policy to examine and review complaints or grievances of students.
2. To develop organizational frame work to resolves students grievances.
3. Encouraging the Students to express their problems freely and fearlessly.
4. Suggestion & complaint Box shall be installed in the College premises in whichthe Students, who want to remain unnamed or otherwise, can put their grievances & Suggestions for improving the Academics / Administration in the College.
5. Advising Students of the College to respect the right and dignity of one another andshow utmost self-control and patience whenever any unfavourable situation arises.
6. Ragging in any form is strictly prohibited inside and outside of the college premises. Any violation of ragging and disciplinary rules should be urgently brought to the notice to Anti Ragging Cell.

Scope:-

The Cell will deal with Grievances received in writing from the students on any of the following matters:-

1. **Academic Matters:** Related to timely issue of duplicate Mark-sheets, TransferCertificates, NOC, or other academic related matters.





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2. **Financial Matters:** Related to dues and payments for various items like fees, scholarships, free ship, library, etc.

3. **Other Matters:**

Problems related to canteen, sanitation, availability of transport, Grievance related to teachers etc.

Functions:

1. The cases will be attended promptly on receipt of written grievances from the students.
2. The cell formally will review all cases and will act accordingly as per the Management Policy.
3. The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure:

1. List of Committee member's for students will be widely published.
2. The student can hassle free put their grievance in suggestion box placed on each floor.
3. The Suggestion box will open on second Saturday of each month.
4. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit within five days after opening suggestion box.
5. If the students is not satisfied with the decision given by CGRC they may send their appeal to the members of College Governing Council.

Anita
PRINCIPAL

