

Kunbi Shikshan Prasarak Sanstha Khed-Mumbai
**TUKARAM BABURAO KADAM COLLEGE OF
ARTS, SCIENCE AND COMMERCE, BHARNE,
Tal-Khed, Dist-Ratnagiri-415621**

Student Redressal Grievance Cell

Annual Report-2018-19

our College has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any students. Students may approach the Cell to voice their Grievances regarding class room teaching, lack of library books, mental harassment, Completion of syllabus, and teaching methods etc.

The committee will ensure that the complaints and Grievances are handled according to the regulatory mechanisms can appeal for a grievance through letter dropped in a complain Box which is installed outside the office or formal representation through class teachers and students, and also students can report their grievances directly to the principal. If the grievances are minor it can be resolved immediately by Principal and major grievances are put by the cell for further action. Grievances must contain student Name, class and Department and a statement regarding grievances or complaint.

Standard Operating Procedure for Handling Grievance

1. On receipt of complaint / grievance, Grievance Committee shall segregate the complaint,

discuss with the concerned committee and thereafter direct the said complaint to the

respective committee;

2. Complaints of general nature shall be considered by this committee and resolved



accordingly.

3. The concerned committee shall investigate the cases directed accordingly.


4. If required, a hearing with the complainant or clarification from the concerned may be taken.

5. The complainant shall be informed about the action taken by the committee.


6. If the complaint / grievance is found invalid, the complainant and the person against whom the complaint is made, will be informed accordingly and penal action may be taken.

7. The complaint in any case shall be resolved within a one month of its receipt

For this purpose, Student Redressal Grievance Cell convenes a meeting twice in a year.


Co-Ordinator




Principal
Tukaram Baburao Kadam College of
Arts, Science & Commerce Bharane
Tal.-Khed, Dist.-Ratnagiri