



Shri Marutrao Ghule Patil Shikshan Sanstha's

JIJAMATA COLLEGE OF SCIENCE AND ARTS

At. Dnyaneshwarnagar, Po. Bhende (Bk). Tal. Newasa, Dist. Ahmednagar

PIN- 414605; Phone: 02427-255304 Fax: 02427-255809

Permanently affiliated to Savitribai Phule Pune University, Pune

(Id/No PU./AN/S/043/1992), ISO 9001: 2015 Certified College

Winner of Pune University's Best Rural College Award & Accredited at 'B+' Grade

Website: www.jijamatacolleg.ac.in; E-mail: principal.jijamatacollege@gmail.com



Late Marutraoji Ghule Patil
1930 -2002

Principal Dr. Saswade R.R. (M.Sc. Ph.D.)

Reference No.JCS&A/2020-21

Dated: 01/09/2020

Guidelines for functioning of Grievance Redressal Cell

The Grievance Redressal Cell (GRC) is a committee established to address and resolve grievances or complaints from students, faculty, and staff within the college. The GRC serves as a platform for individuals to voice their concerns, seek assistance, and find appropriate solutions.

Introduction:

The Grievance Redressal Cell is a dedicated body responsible for handling grievances and ensuring a fair and transparent mechanism for dispute resolution. The GRC aims to maintain a conducive environment for all stakeholders by promptly addressing their concerns and maintaining the overall well-being of the college community.

Composition of the Internal Complaints Committee:

- Principal of the college as President
- Physical Director as Secretary.
- One Representative of Education Society.
- Six members out of which, one Hostel Rector, four from teaching staff with at least one women's representative and one non-teaching representative.

Functions:

The Grievance Redressal Cell performs several important functions, including:

Receiving Complaints: The GRC accepts complaints or grievances submitted by students, faculty, or staff members regarding any issues within the college premises or related to the college's functioning.

Investigation and Analysis: The GRC investigates the complaints received, analyzing the nature and extent of the grievance. This may involve gathering relevant information, interviewing involved parties, and conducting necessary inquiries.

Mediation and Resolution: The committee aims to resolve grievances through mediation and negotiation, facilitating discussions between the parties involved to find mutually agreeable solutions.

Maintaining Confidentiality: The GRC ensures the confidentiality of the complainant and treats all matters with utmost privacy and sensitivity.

Record-Keeping: The GRC maintains proper records of all complaints received, actions taken, and resolutions provided for future reference.

Recommendations and Reporting: In cases where a resolution cannot be reached internally, the GRC may make recommendations to the college administration for further action. The committee also prepares periodic reports summarizing the grievances received and their outcomes.

Awareness and Education: The GRC organizes workshops, seminars, or awareness campaigns to educate the college community about their rights, the grievance redressal process, and ways to maintain a harmonious environment.

By establishing the Grievance Redressal Cell, College aims to ensure a fair, transparent, and inclusive atmosphere that promotes the overall welfare and growth of its students, faculty, and staff.

DUTIES & RESPONSIBILITIES OF GRIEVANCE REDRESSAL CELL

Dealing with grievances received in writing from students about any of the following:

- Academic Matters: Related to conduct of classes, perceived unfair treatment by teachers, etc.
- Financial Matters: Related to dues and payments for various items from Library, etc.
- Administration matters: Related to timely issue of Identity cards, statement of marks, certificates, or other matters
- Other Matters: Related to infrastructure, canteen, security on campus, etc.
- Where necessary, making recommendations to the Principal, regarding action to be taken
- Submission of annual reports to the Principal



A handwritten signature in blue ink, consisting of a stylized 'E' or similar character, enclosed in a rectangular box.

PRINCIPAL
Jijamata College of Science & Arts
Bhende, Tal. Newasa, Dist. A'Nagar



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1930 -2002

Incharge Principal Prof. Dr. Landge Patil S. R. (M.A. Ph.D.)

Reference No.JCS&A/2023-24

Dated: 01/11/2023

**Grievance Redressal Cell
(Students and Staff)
(From Academic Year 2023-2024)**

Sr.No.	Name	Designation
1	Dr. Landge Patil S. R	President (Principal)
2	Dr. Wakchaure D. S.	Secretary
3	Dr. Mhaske N. K.	Edu. Society Representative
4	Dr. Naval R. M.	Member (Teaching Faculty)
5	Dr. Kale S.B.	Member (Teaching Faculty)
6	Dr. Sayyad N. R.	Member (Rector)
7	Dr. Arle R. N.	Member (Teaching Faculty)
8	Dr. Mrs. Bhosale M. G.	Member (Women Representative, Teaching Faculty)
9	Shri Ghodechor B. R.	Member (Non-Teaching Faculty)




INCHARGE PRINCIPAL
Jijamata College of Science & Arts
Dnyaneshwarnagar Tal. Newasa
Ahmednagar