

P.S.G.V.P. MANDAL'S
D. N. PATEL COLLEGE OF ENGINEERING
SHAHADA, DIST- NANDURBAR (M.S.)



Grievance Policy

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GRIEVANCE REDRESSAL POLICY

As per University guidelines, Grievance Redressal Committee is constituted in the college for the purpose of Redressal grievance of the students and parents and others.

Students Grievance Committee 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 as **‘the right to be heard and right to be treated without biases.**

During the years no such major grievances were received. Grievances otherwise received were forwarded to the Principals and registrar for immediate Redressal. In all such cases prompt action were taken and the matter sorted out. In all cases the aggrieved student was informed of the measures taken and checks in the system were introduced to ensure there was no repetition of the same.

The purpose of the cell is to look into the complaints lodged by any student, and judge its merit and to promote and maintain a conducive and unprejudiced educational environment.

Anyone with a genuine grievance may approach the Grievance Cell.

In case the person is unwilling to appear in self, grievances may drop in writing at the suggestion box of the Grievance Cell at the College office.

The person can also use Online mechanism of the college grievance portal to approach.

Objective:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

Guidelines:

Guidelines for submitting grievances:

1. OFFLINE MECHANISM

- a) For girl student: Drop your complaint in the complaint box placed in girls' common room.
- b) Others: Communicate with your class teacher, ask orally to grievance members or drop your complaint in the drop box placed inside the library.

2. ONLINE MECHANISM

Refer College grievance portal

<http://dnpatel.onlinegrievance.co.in/subadmin/login>

Our grievance cell is constituted for the redressal of the problems reported by the students of the college with the following guidelines:

1. Being a link between students, teachers and college administration.
2. We promote timely and transparent resolution of these issues/ suggestions in a confidential manner.
3. Redressal of student's grievances to solve their academic and administrative problems.
4. Upholding the dignity of the college by creating a healthy and safe atmosphere in our college through promoting cordial student-student relationship and student-teacher relationship etc.
5. Students may express their grievances / problems freely and frankly, without any fear of being victimized.

Functions:

1. To guide ways and means to the students to redress their problems.
2. The cell formally will review all cases and will act accordingly as per University Guidelines.
3. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
4. The cases will be attended promptly on receipt of written grievances from the students.

(Prof. N. J. Patil)
Principal