

Shri Gajanan Shikshan PrasarakMandal's

# Toshniwal Arts, Commerce & Science College, Sengaon

Tq. Sengaon, Dist Hingoli -431 542 (M.S.)



**Annual Report for  
2019-20**

**Grievance Redressal Committee**

**By**

**Co-ordinator**



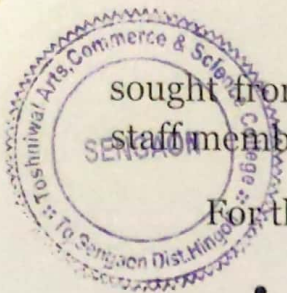
## **Introduction:**

Toshniwal Arts, Commerce and Science College is established in 1993 with the vision of 'All inclusive educational development of the region.' College aims to provide a healthy and problem free environment to their all the stake holders. It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for all round development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a Grievance Redressal Cell has been constituted to redress the grievance of its stakeholders. The students approach the cell to voice their grievances regarding academic matters health services, library and other services. The cell redresses the grievances by sorting out the problems promptly and judiciously. Grievance is any type of problem, concern, dispute or complaint or suggestion (s) related to academics or the environment, in the college premises. We work on principles including confidentiality, impartiality, sensitivity and timely and appropriate action. The Grievance Redressal Cell attempts to address genuine problems and complaints of students whatever be the nature of the problem. Students are encouraged to use the suggestion boxes placed on different sections of the campus to express constructive suggestions and grievances. They may also approach the members of the cell or any of their other teachers as is comfortable to them. Students are requested to note that making a complaint is serious and therefore they are to use this power in a responsible manner. At the same time, the college assures students that once a complaint is made, it will be treated with sensitivity and confidentiality.

## **Composition:**

The Grievance Redressal Cell of the college generally is having the provision of five/six teaching staffs along with at least one member from administrative staff as its member and the principal as the chairman. The cell is having the provision of being reconstituted every year if situation arises for so by the principal himself along with suggestions





sought from the in charge administrative body. Care is taken to select staff members from each stream.

For the year 2019-20 the committee is as follows

• Mr. S. G. Talnikar	Principal	Chairperson
• Mr. B. J. Gaikwad	Asst. Prof.	Co-ordinator
• Mr. H. T. Shinde	Dir. Phy. Edu	Member
• Dr. V. D. Shinde	Asst. Prof.	Member
• Dr. Y. S. Nalwar	Asst. Prof	Member
• Dr. A. A. Waghmare	Asst. Prof	Member
• Mr. A. P. Naik	Asst. Prof	Member
• Dr. A. D. Tapre	Asst. Prof	Member

### **Purpose:**

The Grievance Redressal cell of the college functions with the following purposes

- To ensure a democratic environment in the campus,
- To acquaint all the teacher-trainees about their rights and duties,
- To solve the various personal and educational related grievances of the teacher-trainees,
- To make the institution student friendly, and
- To ensure the qualitative as well as quantitative development of the institution through the grievance and Redressal cell.

### **Aims and Objective of the cell:**

The Committee aims at being a link between students, teachers and College administration. It is established to create a healthy and safe atmosphere for students of this esteemed College. The objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the Institute. The objectives of the Grievance Redressal Cell are:

- To develop an organizational framework to resolve Grievances of Students and other stakeholders
- To provide the Students access to immediate, hassle free recourse to have their Grievances redressed



- To enlighten the Students on their duties and responsibilities to access benefits due under the policies
- To establish structured interactions with Students to elicit information on their expectations
- To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon, and
- To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy

### **Functions:**

- To make all necessary arrangements for receiving representations/ complaints/ grievances from students relating to general administration, examination and evaluation and any other problems relating to the functioning of a student in the college.
- To examine the grievances
- To make necessary recommendations to the Principal
- To do all such things as may be assigned by the principal.

### **Working System of the Cell:**

The cell is working with genuinely with its motto, the college is situated in hilly, tribal and rural area so the students coming from very poor as well as rural background so they afraid to give their complaint in form of writing so eliminate there inferior complex and for knowing the complaints and grievance if any the cell is organize 2 meeting with the students every year on 16<sup>th</sup> August and 25<sup>th</sup> January and oral complaints are to be collected from them, we assure them to say their problems freely. After that we actively seek to address issues on student front. We acknowledge that in College there may be situations where individual student or group of students may have concern about the behavior of others or the decisions of others or may have suggestions. Therefore our committee promotes timely and transparent resolution of these issues/ suggestions in a confidential manner. Grievance is any type of problem, concern, dispute or complaint or suggestion (s) related to academics or the environment, in the college premises. We work on principles including confidentiality, impartiality, sensitivity and timely and appropriate action.





### Redressal Mechanism:

1. Complaint received from stakeholder's i.e students, parents, teacher, alumni either written or in oral form.
2. Received Complaint /Suggestion is verified by grievance Committee in due time.
3. If found correct/applicable grievance Committee recovered it to the principal.
4. Grievance Committee received written/ oral tries to be solved within very short interval of time i.e within 24 hrs if physibile.
5. If required urgent meeting of grievance redressal cell can be called upon anytime with very short notice to its members.
6. Decision /output of the committee always forwarded to the college administration either orally or in written whenever /wherever necessary

### Conclusion:

In this year two joint meetings with the student called by the committee. First meeting was held in the month of August on dated 16<sup>th</sup> and second meeting was held in the month of January on dated 25<sup>th</sup>. The grievance and suggestion was asked to the students in both of meetings and following complaints were sought from the students

- Complaints about cleanliness in classroom.
- To provide career counselling facilities for the students.
- To purchase more books pertaining to new syllabus in the central library.
- To start PG courses for higher studies
- To arrange annual camp of NSS.

The committee submit the requisition to the Principal as per above need and many of the complaints are successfully solved by follow up and the help of IQAC, Principal and LMC

*Stalaha*  
**I/c Principal**  
Toshniwal Arts, Commerce &  
Science College, Sengaon

*[Signature]*  
**Co-ordinator**  
Mr. B. J. Gaikwad