



# BHARATI VIDYAPEETH'S COLLEGE OF ENGINEERING, KOLHAPUR

FOUNDER CHANCELLOR

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M.A., LL. B., Ph. D.

Accredited by NAAC With 'A' Grade

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## Grievance Redressal Policy

College has Grievance Redressal committee to solve the grievances of students and other stakeholders relating to the academic and physical facilities available in the college campus. It takes the brief review of the grievances received from the students and solves it. The committee ensures effective solutions to the grievances, using a fair approach. The Grievances are collected in a written form in a suggestion box fixed in front of the college office. The committee meets periodically, opens the suggestion box and examines the grievances if any.

### Formation of Grievance Redressal committee:

College has the Grievance Redressal committee as per AICTE norms headed by the Principal. The committee consists of Administrative Officer, Heads of all Departments, a lady representative faculty, one non-teaching staff and one student representative.

### Objectives:

1. To ensure effective and time bound solution of grievances of students.
2. To recommend, suggest and report the grievances of students to the higher authority and get the solution.
3. To provide the quality resources through the academic as well as physical facilities for students.

**Procedure:**

1. The Grievances are collected through suggestion box fixed in front of the college office.
2. After opening the suggestion box, if any grievance is received, the committee takes the brief review of the grievances received and solves it.
3. Grievances related to internal examinations are redressed by showing the assessed answer sheets to individual student and explaining the answers by the individual faculty member.
4. The grievances related to external university examinations are forwarded to the university examination section. The action taken by the university examination section is communicated to the students.

The names, email ids and mobile numbers of all the members of Grievance Redressal committee are displayed on college website and on notice board for timely communication of grievances and their proper redressal.