



BHAVNA TRUST

JUNIOR & DEGREE COLLEGE OF COMMERCE & SCIENCE
(AFFILIATED TO THE UNIVERSITY OF MUMBAI)

Plot No. 5, Sunder Baug, Rajesh Shivaji Chowk, V. N. Purav Marg, Deonar, Mumbai - 400 088

Student Grievance Policy

The college has been devised by mechanism to address the Students Grievance with the aim to develop a responsible and receptive attitude among all the stake holders so that a harmonious educational atmosphere is maintained in the college.

OBJECTIVES:

- To formulate the policy to investigate and review complaints or grievances.
- To create awareness of availability of members
- To investigate the causes of the grievances.
- To ensure effectual solution to the grievance depending upon the gravity of the grievance.
- To encourage the students to express their problems/grievances freely & without any fear of being victimized.
- Any kind of mental or physical harassment complaints regarding class room management ,classroom teaching, teaching
- Methods of teaching, completion of syllabus etc., if and when they arise.
- To ensure that all issues raised by any stake holders are dealt with courtesy and resolved in stipulated time
- To provide easy accessibility to all the Grievance for an immediate redressal

AWARENESS:

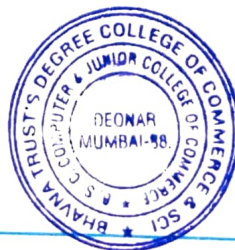
- The institution has devised its fix policy to undertake various measures to create awareness to avoid the cases of grievances in regards to sexual harassment, ragging and general grievances of the students, faculty and the staff. The awareness among them has been created through-
- Prospectus
- Undertaking of students and parents at the time of admission Policy for Grievance Redressal
- Institutional website
- On campus display of rules.

The committee has three layers working separately to address the specific issues. The three segments of the committee are

- General Grievance Redressal Committee
- Internal Complaints Committee
- Anti-Ragging Committee


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General Grievance Redressal Committee

- Inform students about cells objectives and mode of operations
- Inform students about process of registering grievances
- Acknowledge and analyse grievances
- Seek a solution through decision making process
- Report a Grievance and record how they are redressed

Internal Complaint Committee:

Preventive steps:

- To provide Safe Environment that is free of sexual harassment
- To create an atmosphere that ensures gender equality and equal opportunities

Remedial steps:

- To ensure the efficient mechanism of registering complaints
- To take cognizance of complaints about sexual harassment, provide assistance & redressal
- Take action against the harasser
- Make arrangements for appropriate-psychological, emotional & physical support in form of counseling & security

Anti-Ragging Committee

- To ensure compliance of the provisions of the regulations
- To deal with and act promptly with the incidents of ragging
- To keep strict vigil on the happenings of events in campus or outside the campus
- To conduct an Enquiry by following fair & transparent procedure
- To monitor welfare of Fresh students outside the campus
- The committees hall been powered to inspect sensitive places to all hours in and around the campus


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