



Janata Shikshan Mandal's

Smt. Indirabai G. Kulkarni Arts College, J. B. Sawant Science College and
Smt. Janakibai Dhondo Kunte Commerce College and
J. S. M. College of Arts, Science & Commerce (Junior College)
Late Nanasaheb Kunte Educational Complex
Alibag, Dist. Raigad. Pin : 402 201. (Maharashtra)

Tel. Fax : 02141-222036
Tel. Principal : 02141-228361
E-mail : principal_jsm@rediffmail.com
jsmcalibag@gmail.com
web site : www.jsmallbag.edu.in
Index No. : J/17.07.008

Principal : Dr. Anil K. Patil (M.Sc., Ph.D.)

President : Adv. Gautam P. Patil

Permanently Affiliated to University of Mumbai. Included under section 2 (f), 12(B) of the U.G.C. Reaccredited by NAAC with 'B' Grade (CGPA:2.08)
Mumbai University Best College Award 2018 - 2019.

Ref. No.

Date :

Grievance Redressal Policy

As suggested by University Grants Commission, New Delhi, the college has established a Grievance Redressal cell, to provide a mechanism for redressal of Students grievances and ensure the transparency in admission and prevention of unfair practices, etc.

The function of the cell is to look into the complaints lodged by any student and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge Grievance Redressal cell in case the person is willing to appear in self. Grievances may also be sent through e-mail to the office / in charge/convener of student's grievance cell. - jsmcalibag@gmail.com

Objective:

The objective of the grievance cell is to develop a responsive and accountable grievance redressal mechanism among all the stakeholders, in order to maintain a harmonious educational atmosphere, in the institute.

A Grievance cell should be constituted for the reversal of the problem reported by the students of the college with the following objectives:

- Upholding the dignity of the college by ensuring strife free atmosphere in the college through promoting Cordial student-student relationship and student-teacher relationship etc.
- Encouraging the students to express their grievances/problems freely and frankly, Without any fear of being victimised.
- Suggestion./complaints box is installed in front of the Administrative Block in which the students, who want to remain anonymous, can put in writing their grievances and their suggestion for improving the Academics/ Administration in the college.
- Advising students of the college to respect the right and dignity of one another and show utmost restraints and patience whenever any occasion of right arises.
- Advising all the students to refrain from inciting students against other students, against teacher and college administration.
- Advising all staff to be affectionate to the students and not behave in a vindictive manner for any reason.
- Ragging in any form is strictly prohibited in the outside the institution. Any Violation of ragging and disciplinary rules should be urgently brought to the notice of the principle.



Scope:

The cell will deal with Grievances received in writing from the students about any of the following matters:.

- Academic Matters: Related to timely issue of duplicate mark sheets, transfer certificate or other examination related matters.
- Financial Matters: Related to dues and payments from various items from library, and stay etc.
- Other matters: Related to certain misgivings about conditions of sanitization preparation of food viability of transport, victimization by teachers. etc.

Functions:

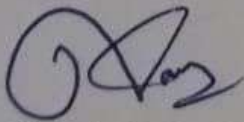
- The cases will be attended promptly on receipt of written grievances from the will students. The cell formally will review all cases and will act accordingly as per the management policy.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure for lodging complaint:

The students may feel free to put a grievance in writing / or in the format available in the admin dept. and drop it in boxes.

- The Grievance cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- Students can register their complaint through this e-mail.

jsmcalibag@gmail.com



Prin. (Dr.) A.K. Patil
Principal

J.S.M. College,

Alibag- Raigad

Bmt. Indirabai G. Kulkarni Arts,

J. B. Sawant Science and

Dev. Janakibai Dhondo Kunte Commerce
College, Alibag-402 201, Dist. Raigad



Hon. Adv. Gautam P. Patil
President

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Alibag- Raigad