



VSPM Academy of Higher Education Nagpur's

**Jawaharlal Nehru Arts, Commerce and Science
College, Wadi, Nagpur- 440023 (M.S.)**

(Affiliated to RTM Nagpur University, Nagpur)

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Mechanism for Grievance Redressal for Students

The **Students' Grievance Cell** of the college is constituted to address and resolve student grievances promptly, fairly, and effectively. The cell is committed to maintaining a harmonious educational environment for all students.

Composition of the Students' Grievance Cell

Name	Designation	Role
Dr. Sarang Khadse	Chairman	Chairman
Dr. (Mrs.) Leena Phate	Assistant Professor	Member
Dr. (Mrs.) Nabha Kamble	Assistant Professor	Member
Dr. Avinash Nagpure	Assistant Professor	Member
Dr. Kashinath Mannrode	Assistant Professor	Member
Shri. Satish Jangle	Student Representative	Member

Objectives of the Grievance Redressal Mechanism

1. To provide students with a mechanism to express grievances and ensure a fair resolution.
2. To uphold transparency, equity, and accountability in addressing issues.
3. To foster a supportive and respectful academic atmosphere.

Grievance Redressal Procedure

1. Submission of Grievance

- Students can submit their grievances either **online** through the college website or **offline** by filling out a grievance form available with the committee.

2. Acknowledgment

- Upon receipt of the grievance, an acknowledgment will be sent to the student within **2 working days**, and the grievance will be assigned to the committee for resolution.

3. Review and Investigation

- The Students' Grievance Redressal Cell will hold a meeting within **5 working days** of receiving the grievance.
- The committee will review the complaint and gather relevant details through interviews or documentation from all parties involved.

4. Resolution and Communication

- The grievance will be resolved within **10 working days**. The resolution and necessary action will be communicated to the student via email or in writing.
- If additional time is required for complex grievances, the student will be informed of the expected timeline.

5. Escalation

- If a student is dissatisfied with the resolution, they may escalate the issue to the Principal for further review.

Types of Grievances Addressed

1. Academic issues (e.g., marks, attendance, course materials).
2. Examination-related concerns.
3. Administrative issues (e.g., fees, certificates, ID cards).
4. Infrastructure-related issues (e.g., library, classroom, labs).
5. Harassment, discrimination, or interpersonal conflicts.

Contact Information

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Dr. Avinash Nagpure : 9890199330
Dr. Kashinath Mannrode : 9764856395
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Responsibilities of the Cell


1. Ensure impartial investigation and resolution of grievances.
2. Maintain strict confidentiality during the grievance redressal process.
3. Encourage students to voice grievances without fear of retribution.

Note: Misuse of the grievance redressal mechanism may result in disciplinary action.

Prepared By:

Students' Grievance Cell

Jawaharlal Nehru Arts, Commerce and Science College, Wadi, Nagpur


Dr. Sanjay Tekade
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