



The Shikshan Prasarak Mandal, Kamptee's  
**SETH KESARIMAL PORWAL COLLEGE OF ARTS AND  
SCIENCE AND COMMERCE, KAMPTEE**

Established in 1965 | NAAC Accredited with B++ Grade  
Affiliated to Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur

Principal  
Prof. Dr. Vinay Chavan

Ref. SKP / DC .....

Date 18/07/2023

## Grievance Mechanism of the College

The college has established a Grievance Cell to address student and staff concerns. Nominated by the Principal, the cell operates in two units: the Student's Grievance Cell and the Staff Member's Grievance Cell, ensuring prompt resolution of grievances.

### The Student's Grievance Cell

1. The Student's Grievance Cell aims to foster a fair and supportive educational environment. Its objectives are to:
2. Support students denied entitled services.
3. Ensure college officials are responsive, accountable, and courteous.
4. Provide impartial and fair solutions to student grievances.
5. The Student's Grievance Cell provides a platform for students to express concerns and initiate grievances, following college rules and regulations. The Cell investigates and analyses grievances confidentially, ensuring procedural fairness and upholding the rights to be heard and treated without bias.

### Functions:

1. The Student's Grievance Cell aims to:
2. Address and resolve students' academic and administrative grievances
3. Facilitate communication between students and departments/sections to resolve issues
4. Provide guidance and support to students in resolving their problems.

### Student's Grievance Procedure:

The grievance procedure is a mechanism to resolve issues between students and the college, ensuring fair treatment and addressing academic/administrative

  
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which are investigated and resolved by the Student's Grievance Cell, emphasizing procedural fairness and unbiased treatment. Students can lodge grievances in the prescribed form, and the Principal and committee work together to resolve the issue and inform the student of the outcome.

**Exclusions:**

1. The Student's Grievance Cell will not address the following issues:
2. Decisions made by Academic Council/Board of Studies and other academic/administrative committees
3. Scholarship/fee concession/award/medal decisions
4. Discipline and misconduct decisions
5. Admission decisions for courses
6. Assessment and examination result decisions made by competent

**The Staff Member's Grievance Cell**

1. The Staff's Grievance Cell provides a transparent and confidential platform for employees to express concerns and file grievances, including anonymous complaints. The Cell ensures:
2. No retaliation or discrimination against those who report grievances
3. Confidential treatment of all grievances
4. Prompt and appropriate action by Management, if needed
5. This mechanism complements, but does not replace, other grievance resolution channels established by law or collective agreements.

  
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**Grievance Mechanism for Staff members:**

1. Ask employee to fill out a grievance form.
2. Talk with the employee to ensure the matter is understood completely.
3. Provide the employee who faces allegations with a copy of the grievance.
4. Organize mediation procedures (eg. arranging a formal meeting).
5. Investigate the matter or ask the help of an investigator when needed.
6. Keep employees informed throughout the process.
7. Communicate the formal decision to all employees involved.
8. Take actions to ensure the formal decision is adhered to.
9. Deal with appeals by gathering more information and investigating further.
10. Keep accurate records

  
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