

**A.V.A. Education Society's  
Padmashree Bhausaheb Vartak College, Virar (E)**

Year: 2017-2018

**Grievance Redressal Policy**

**1) Scope of Policy:** This policy is applicable to the bonafide students admitted to the college. The cell will deal with grievances received in writing as well as those received online through college website from the students about any of the aforesaid matters:

- a. Academic matters- related to the timely completion of syllabus, issue of mark sheets, transfer certificates, or any other examination or academic related matters.
- b. Financial Matters- related to payment of fees.
- c. Other Matters- any other matter not included above.

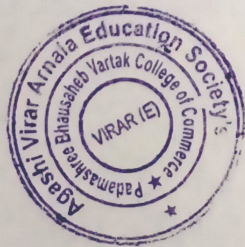
**2) Policy Statement:** The policy promises to uphold the dignity of the college by ensuring a strife-free atmosphere in the college by promoting cordial student-student relationships and student-teacher relationships. It also encourages students to express their grievances/ problems without any fear. Such, grievances shall be addressed promptly and judiciously.

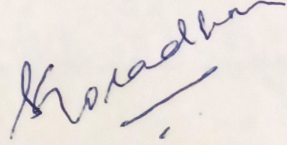
**3) Reason for Policy:** To develop a responsive and accountable attitude among all the stakeholders to maintain a harmonious educational atmosphere in the institute.

**4) Procedure of Policy Implementation:**

- A suggestion/complaint box is installed in front of the administrative block in the college office in which the student can drop their grievance in writing.
- A provision to submit grievances is also made available online on college website.
- Students can remain anonymous while doing so.
- Grievance Cell shall call a meeting to address the complaints received.
- The students need to forward the supporting/ necessary documents.

The cell shall try to resolve the grievances within 15 working days after receiving the grievance.



  
**V/C PRINCIPAL**  
Agashi Virar Arnala Education Society's  
Padmashree Bhausaheb Vartak College of Commerce  
Virar (E)