



Purushottam Khaparde Health & Education Society's

# Yashoda Girls' Arts & Commerce College, Nagpur

■ Recognized by Government of Maharashtra ■ Affiliated to RTM University, Nagpur  
SNEH NAGAR, WARDHA ROAD, NAGPUR - 440 015. (M S ) INDIA

Accredited B++ (2.97CGPA) by NAAC

■ Tel. : 0712 - 2290368 ■ Website : www.yashodagirlscollege.edu.in ■ Email : ygc.ngp@rediffmail.com

YGC 2023/2024/GRC

## The Grievance Redressal Cell Mechanism

Date : June 2023

### Objectives and Mechanism of work of Grievance Cell:-

1. To provide a fair and impartial forum for students and all stakeholders to raise their grievances.
2. To investigate complains thoroughly and resolve them through appropriate action.
3. To build trust and confidence between the institution and stakeholders.
4. To maintain confidentiality of the grievances of the stakeholders.

The Grievance Redressal Cell plays a vital role in ensuring a supportive and harmonious environment for students in this college. This cell serves as a platform for students to voice their concerns, complaints, and grievances related to academic, administrative, or personal matters. It acts as a bridge between the student community and the college administration, fostering transparency and accountability. Students can submit their grievances through two convenient mechanisms: college email and a designated **drop box (Suggestion Box)** for written submissions. Email submissions offer a quick and direct way for students to communicate their issues, while the suggestion Box provides an option for those who prefer paper-based submissions. This dual approach ensures that every student can access the grievance Redressal process easily.

The Grievance Redressal Cell takes its responsibilities seriously, addressing grievances on a regular basis. This timely response and resolution process helps maintain a positive and constructive learning atmosphere, ensuring that students feel heard and supported in their college journey. The cell's objective is to promote a favourable educational environment, providing a platform for students to seek resolution and contribute to the continuous improvement of the college's functioning.



Purushottam Khaparde Health & Education Society's  
**Yashoda Girls'  
Arts & Commerce College, Nagpur**

■ Recognized by Government of Maharashtra ■ Affiliated to RTM University, Nagpur  
SNEH NAGAR, WARDHA ROAD, NAGPUR - 440 015. (M S) INDIA

**Accredited B++ (2.97CGPA) by NAAC**

■ Tel. : 0712 - 2290368 ■ Website : www.yashodagirlscollege.edu.in ■ Email : ygc.ngp@rediffmail.com

YGC .....Important Key Factors:

Date June-2023

1. **Confidentiality:** *The cell ensures that all grievances submitted, whether through email or the drop box, are treated with the utmost confidentiality to protect the privacy and dignity of the students.*
2. **Dedicated Staff:** *Trained and empathetic staff members are assigned to manage and address grievances, assuring students that their concerns will be handled with care and professionalism.*
3. **Record-Keeping:** *The Grievance Redressal Cell maintains a comprehensive record of all grievances and their resolutions, facilitating transparency and accountability in the college's operations.*
4. **Fair and Impartial Resolution:** *The cell follows a fair and impartial process to resolve grievances, ensuring that no student faces discrimination or bias in the Redressal process.*
5. **Feedback and Improvement:** *The feedback gathered from the grievance resolution process is invaluable for the college's continuous improvement, leading to positive changes in policies and practices.*
6. **Awareness and Education:** *The cell also plays a role in educating students about their rights, the grievance Redressal process, and the importance of constructive communication within the college community.*

(Dr Sharad Sambare)

Officiating Principal  
Yashoda Girls' Arts & Commerce College  
Sneh Nagar, Nagpur.