



Om Vidyalandkar Shikshan Sanstha's



C. : 2578 2466

P. : 2579 3120

Asmita College of Arts & Commerce For Women

● Affiliated to Mumbai University ●

Accredited by NAAC with 'B' Grade

E-mail : eoeasmitacollege@yahoo.com

ASMITA COLLEGE CHOWK, KANNAMWAR NAGAR NO. 2, VIKHROLI (EAST), MUMBAI - 400 083.

Policy & Procedure Students Grievance Committee

Student Grievance Redressal Committee desires to promote and maintain conducive and unprejudiced educational environment.

The objectives of Students Grievance Committee include the following:

- To support, those students who have been deprived of the services offered by the college. for which he/she is entitled.
- To investigate the complaint as presented to the committee by the grievant
- To obtain all the facts in the dispute and to investigate whether the grievant has cause for the complaint
- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the University campus
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality
- To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized

Grievances are forwarded to the chairman of the committee for immediate redressal. In all such cases, prompt action is taken and the matter is sorted out. In



Principal

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all cases the aggrieved student was informed of the measures taken and checks in the system were introduced to ensure there was no repetition of the same. The measures taken are informed to the aggrieved student and checks are introduced to ensure that there should not be repetition of the same.

Students' Grievance Redressal Procedure:

- The grievance redressal procedure is to sort out the issues between student and college. It is a means by which a student who believe that, he / she has been treated fairly with respect to his /her academic/ administrative affairs or is convinced to be discriminated is redressed.
- The students are supposed to convey their grievances in their own handwritten application to the Committee or else can be put into the suggestion box
- Final report based on grievance received and resolved will be submitted to the Principal and further course of action will be decided and the same shall be intimated to the students.
- It will be ensured that the matter want be disclosed to anyone expect the committee member involved in solving the grievance.



Principal

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Vikhroli (E), Mumbai - 83.