


**M. S. P. Mandal's  
Shivchhatrapati College, Aurangabad  
Internal Quality Assurance Cell**



**POLICY FOR MECHANISM OF SUBMISSION OF  
OFFLINE AND ONLINE STUDENT GRIEVANCES**



  
**Principal  
Shivchhatrapati College,  
Aurangabad**

## **POLICY FOR MECHANISM OF SUBMISSION OF OFFLINE AND ONLINE STUDENT GRIEVANCES**

M. S. P. Mandal's Shivchhatrapati College adopts a student friendly and transparent redressal mechanism within the institute.

The institute has special cells and committees to address and solve the issues and difficulties encountered by the students.

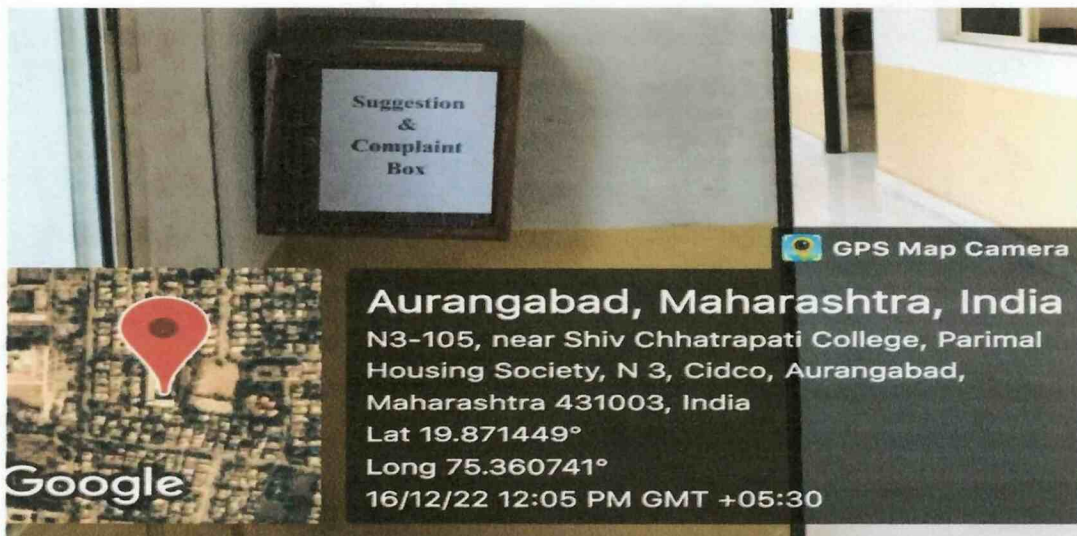
Well experienced and highly responsible teachers are appointed as the heads / coordinators of the specialized cells and committees.

Students are provided and barrier free atmosphere full of confidence free college campus.

Students are made aware of the roles and responsibilities through Deeksharambh and counselling programs.

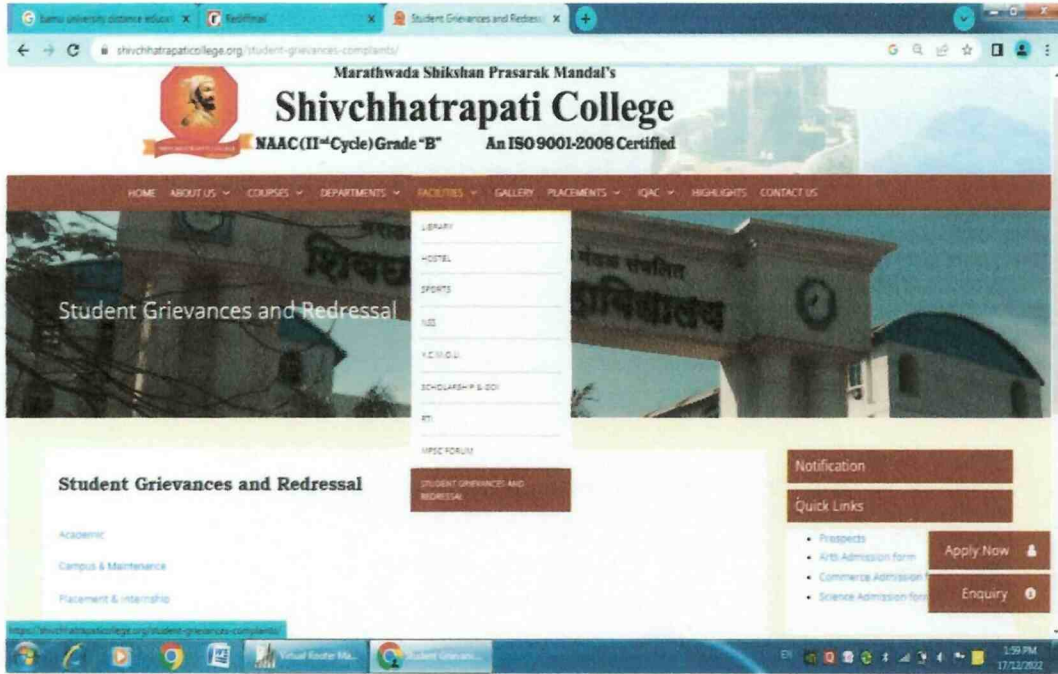
Students can provide suggestions, feedback and recommendations through online as well as offline mode:

- A student can provide suggestions and complaints through offline as well as online mode. Student can register the complaint in suggestion / complaint box placed within prominent places in college campus.
- If the student does not want to disclose his / her name, the concerned student can register the complaints / suggestions in the suggestion box:



  
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<https://shivchhatrapaticollege.org/student-grievances-complaints/>




- Student is also free to register complain to the concerned department.
- Upon receipt of complaint, the coordinator of the Student Redressal and Grievances cell necessary action to solve the issues addressing the concerns while keeping the Chairperson, GRC are maintained.

Following are areas covered:

- Admission
- Teaching-Learning and evaluation
- Administration
- Library services
- Anti-Ragging
- Anti-Sexual Harassment
- College Web portal etc.




  
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A complainant can approach to.....

- College Principal
- Vice Principal
- Concerned HoDs
- Respective Committee Chairman
- Concerned teacher

  
**IQAC Coordinator**  
IQAC Co-ordinator  
Shivchhatrapati College,  
N-3, CIDCO, Aurangabad-431003 (M.S.)



  
**Principal**  
**Principal**  
Shivchhatrapati College,  
Aurangabad