

Estd 1969



Principal  
Dr. S.D. Pawar  
(M.A. Ph.D.)

Koyana Education Society's

**BALASAHEB DESAI COLLEGE, PATAN**  
Arts, Commerce, Science (UG & PG), B.C.A., B. Com. IT, Junior & Vocational

**बाळासाहेब देसाई कॉलेज, पाटण**

कला , वाणिज्य, विज्ञान (उच्च शिक्षण) , बी.बी.ए. , बी.कॉम आय.टी. कनिष्ठ आणि व्यवसाय अभ्यासक्रम

Patan - 415206 , Dist- Satara (Maharashtra)

Phone : (02372) 283047, E-Mail- [stf\\_bdc@rediffmail.com](mailto:stf_bdc@rediffmail.com), Website: [www.bdc.edu.in](http://www.bdc.edu.in)

NAAC 'A+' 'Grade' (CGPA 3.35), DST-FIST (O Level), DBT STAR College



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## Policy Document

### Grievance Redressal Cell

#### 1. Objective

The primary objective of the Grievance Redressal Cell (GRC) is to provide a fair, transparent, and efficient mechanism for addressing and resolving grievances raised by students, faculty, and staff.

#### 2. Structure

The Grievance Redressal Cell will be composed of:

- **Convener:** A senior faculty member appointed by the Principal.
- **Members:** one or more faculty members

#### 3. Procedure

##### 4.1 Filing a Grievance

- **Submission:** Grievances can be submitted in writing to cell members or Principal of the college.
- **Format:** The grievance should include details such as the nature of the grievance, parties involved, evidence, and a proposed resolution.

##### 4.2 Review and Investigation

- **Preliminary Review:** The GRC will conduct a preliminary review to determine the validity and seriousness of the grievance.
- **Investigation:** If necessary, a detailed Investigation will be conducted. This may include collecting evidence, interviewing involved parties, and consulting relevant documents.

##### 4.3 Resolution

- **Decision:** Based on the investigation, the GRC will make a decision.

#### 5. Documentation and Record-Keeping

**Records:** Detailed document and records of grievances, investigations, resolutions, and appeals will be maintained by the GRC.

Head  
Dept. of P.E. & Sports  
Balasaheb Desai College, Patan

(Dr. S. D. Pawar)  
Principal  
Balasaheb Desai College, Patan  
Tal.- Patan Dist.- Satara