



स्व.कमलादेवी नकछेद प्रसाद स्मृति.....

**अग्रसेन महाविद्यालय**

छत्तीसगढ़ी अग्रवाल समाज के महाराजाधिराज अग्रसेन शिक्षण समिति द्वारा संचालित पं. कं. छ.ग. 2063

जैतूसाव मठ परिसर, पुरानी बस्ती रायपुर (छ.ग.)

फोन नं.— 77778—84998, 88710—07980

Web Add :- [www.agrasencollege.net](http://www.agrasencollege.net) , E-mail :- [info@agrasencollege.net](mailto:info@agrasencollege.net)

0816/2018

16/08/2018

## **Circular**

This is to inform all the students and faculty member of the college that there is grievance redressal committee in working. The committee is responsible to resolve grievances such as ragging, harassment, gender, system/resources/infrastructural inconvenience issues etc.

The committee has following core members and students representatives for the session 2018-19.

1. Dr. Dolly Pandey.
2. Mr. Vibhash Jha
3. Mr. Abhishek Agrawal
4. Mr. Vikas Sharma
5. Mr. Alok Agrawal (Student representative)
6. Miss Nisha Singh (Student representative)

**Principal**

16/08/2018

AGRASEN MAHAVIDYALAYA  
PURANI BASTI, RAIPUR (C.G.)



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3. Mr. Abhishek Agrawal
4. Mr. Vikas Sharma
5. Miss. Pooja Rao (Student representative)
6. Mr. Abhineet Tamrkar (Student representative)

**Principal**  
16/08/2019  
PRINCIPAL

AGRASEN MAHAVIDYALAYA  
PURANI BASTI, RAIPUR (C.G.)

# Grievance redressal mechanism

## 1. Grievance collection

- By complaint box
- By hands via HOD's
- By hand via grievance redressal member.
- By telephone/Email

## 2. Grievance Redressal meeting (arranged by the co-ordinator of Grievance redressal committee)

- On occurrence of grievance
- In regular interval

## 3. Grievance analysis

The committee analyses the type of grievance and put the issue in the defined category.

Case 1:- whether the grievance appeared for the existing system & resource then it is forwarded to IQAC.

Case 2:- whether the grievance required extra resources then it is forwarded to the management committee.


Case 3:- Indiscipline, ragging, quarreling, harassment issues are handled by the grievance redressal committee at its own with reference of college principal.

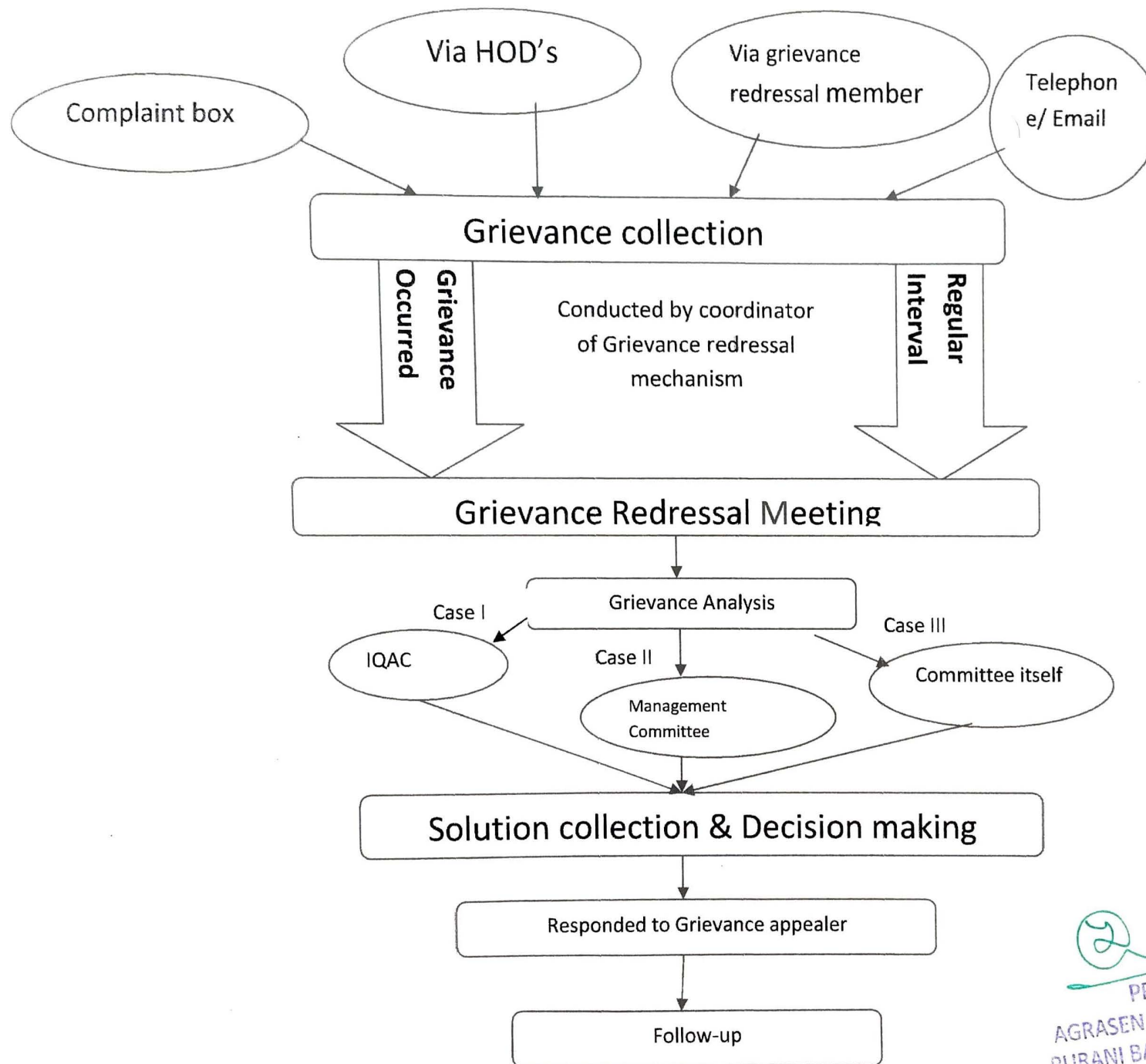
## 4. Decision making


Grievance redressal committee collects solutions for the forwarded issues from IQAC, management committee at respond the concerned students/s who has submitted their grievances.

## 5. Follow-up

The grievance redressal follow up the for redressed grievances from the student/s and takes necessary action via principal and management in case of dissatisfaction.

  
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