



स.कमलादेवी नकारेद प्रसाद स्मृति.....

# अग्रसेन महाविद्यालय

छत्तीसगढ़ी अग्रवाल समाज के महाराजाधिराज अग्रसेन शिक्षण समिति द्वारा संचालित पं. कृ. छ.ग. 2063  
जैतूसाब 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  
6/08/2018  
PRINCIPAL  
AGRASEN MAHAVIDYALAYA  
PURANI BASTI, RAIPUR (C.G.)



रघु कमगलादेवी नक्षत्रेद प्रसाद रम्यति.....



## अग्रसेन महाविद्यालय

छत्तीसगढ़ी अग्रवाल रामाज के गहाराजाधिराज अग्रसेन शिक्षण राजिति द्वारा संचालित पं. कृ. 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)

0816/2019

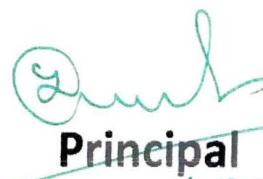
16/08/2019

### 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 2019-20.

1. **Dr. Dolly Pandey**
2. **Mr. Vibhash Jha**
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 internal

## **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.

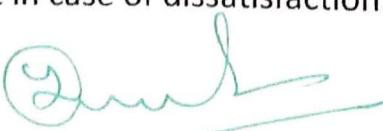
Case 3:- Indiscipline, ragging, quarreling, harassment issues are handled by the grievance redressal committee at its own with reference of college principal.

## **4. Decision making**

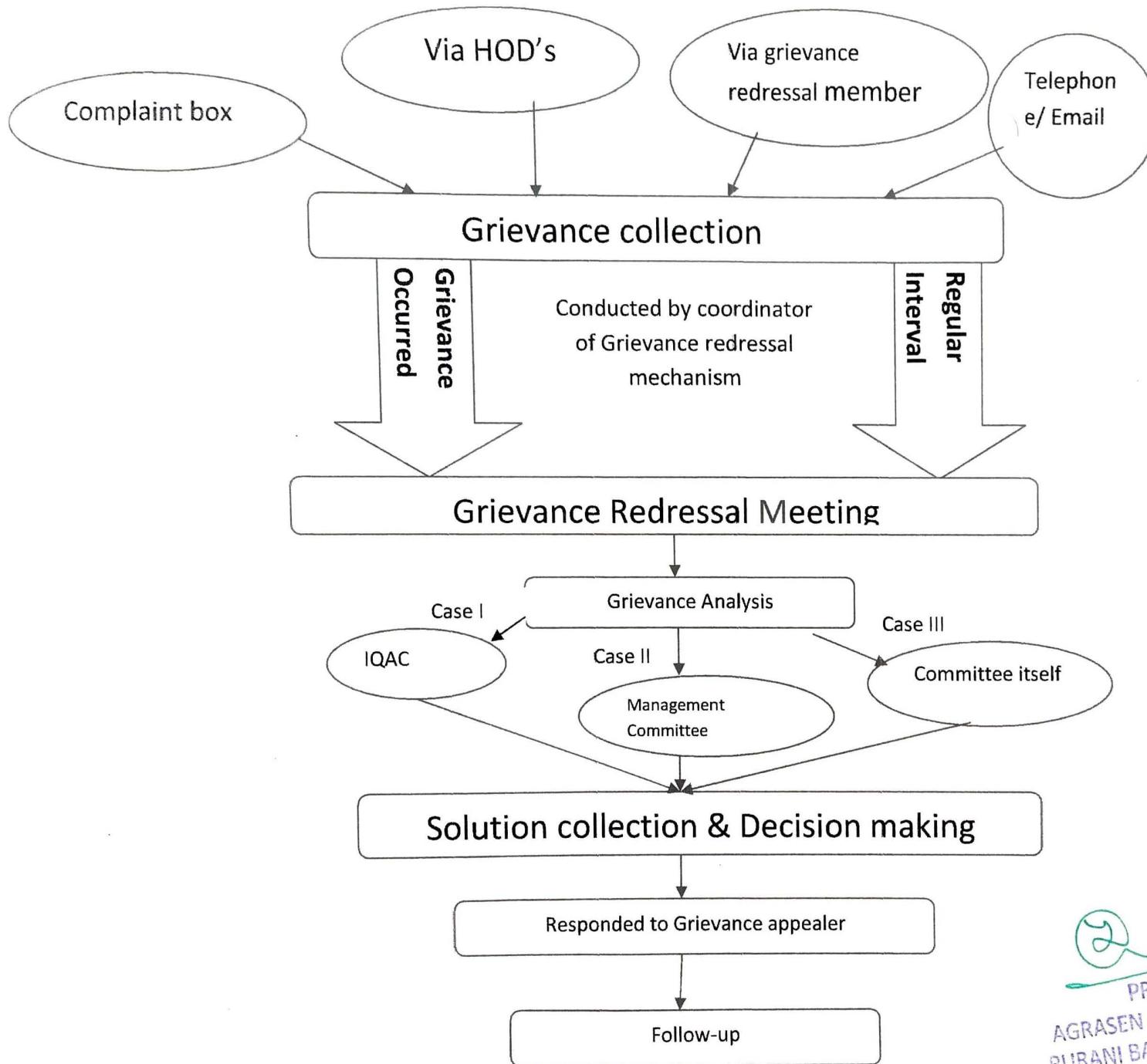
Grievance redressal committee collects solutions for the forwarded issues from IQAC, management committee at respond the concerned student/s who has submitted their grievances.

## **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.



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



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