



**ShriPurogamiShikshanSanskritikKridaMandalSanchalit  
Kai.WamnaraoPitambare College, Padegaon, Aurangabad.**

(Affiliated to Dr. BabasahebAmbedkarMarathwada University, Chh.Sambhajinagar(Aurangabad))

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## **Policy on Proof Related to Mechanisms for Submission of Offline Students' Grievances**

**KAI. Wamnarao Pitambare College, Padegaon, Aurangabad**

### **1. Introduction**

KAI. Wamnarao Pitambare College, Padegaon, Aurangabad is committed to providing an inclusive, supportive, and respectful environment for all students. The institution acknowledges that grievances may arise in the course of academic and non-academic activities. This policy outlines the mechanisms for students to submit their grievances both online and offline, ensuring a transparent process for addressing their concerns. Proof of submission and follow-up actions will be systematically documented to ensure accountability and transparency.

### **2. Objectives**

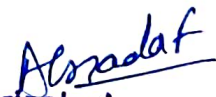
- To provide a clear and accessible process for students to submit grievances.
- To maintain proper documentation (proof) for every grievance submitted, ensuring accountability and follow-up actions.
- To resolve grievances in a timely and impartial manner.

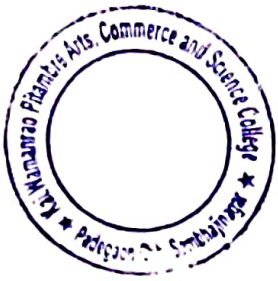
### **3. Scope of the Policy**

This policy applies to:

- **Students:** All enrolled students of the college.
- **Grievances:** Any complaint, issue, or concern related to academic, administrative, infrastructural, or personal matters within the college environment.

### **4. Mechanism for Offline Submission of Grievances**

  
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- **Physical Grievance Box:** The College will provide a designated grievance box located at a prominent location on the campus (e.g., main office, student welfare office). Students can drop written grievances in the box for offline submission.

#### **Process for Offline Submission:**

- Students will be required to fill out a grievance form available at the office or download it from the college website.
- The grievance form should include:
  - Name and roll number of the student
  - Nature and details of the grievance
  - Supporting documents (if any)
  - Preferred resolution or action.
- Once the grievance is submitted in the box, the student will receive an acknowledgment from the grievance committee, which may be sent through email or SMS, confirming the grievance has been logged.
- **Proof of Submission:**
  - **Grievance Acknowledgment Slip:** Students submitting grievances offline will be provided with an acknowledgment slip. This slip will contain the grievance reference number and will serve as proof that the grievance has been officially registered.
  - **Tracking and Updates:** The grievance committee will ensure that each offline grievance is logged in the grievance management system and assigned a unique tracking number. Students can follow up on their grievance status by contacting the grievance committee or checking the online portal if applicable.

#### **6. Grievance Resolution Process**

- **Initial Review:** All grievances will be reviewed by the Grievance Redressal Committee, which will consist of faculty members, student representatives, and administrative staff. The committee will assess the validity of the grievance, verify the details, and determine the course of action.
- **Resolution Timeframe:** The grievance committee will aim to resolve all grievances within a set timeframe (e.g., 15 days for academic grievances, 7 days for administrative grievances). Students will be updated regularly on the status of their grievance.
- **Proof of Resolution:**
  - Upon resolving the grievance, the student will receive a formal communication outlining the resolution, which may include corrective actions taken or the rationale behind the decision made. This document will be signed by the grievance committee members and stored as proof of the resolution.
  - A final report on the resolution will be uploaded on the grievance portal, accessible to the student who filed the complaint for transparency.

#### **7. Confidentiality and Data Protection**

  
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- **Confidential Handling:** All grievances will be treated with the utmost confidentiality. The identity of students submitting grievances will be protected, and their complaints will be addressed impartially.
- **Data Security:** All grievance-related data, including supporting documents and resolution records, will be securely stored in the college's database with access restricted to authorized personnel only.

### 8. Monitoring and Accountability

- **Tracking System:** Both online and offline grievances will be tracked using the unique grievance reference number. Students can track the progress of their grievances through regular updates sent via email, SMS, or the grievance portal.
- **Audit and Review:** The Grievance Redressal Committee will regularly audit the grievance process to ensure transparency and efficiency. Feedback surveys may be conducted to assess student satisfaction with the resolution process.

### 9. Continuous Improvement

- **Feedback Mechanism:** After the grievance is resolved, students will be asked to provide feedback on their experience with the grievance submission and resolution process. This will help the college improve its grievance management system.
- **Review of Policy:** This policy will be reviewed periodically to ensure its effectiveness and relevance. Any required changes will be made, and students will be informed accordingly.

### 10. Conclusion

KAI. Wamnarao Pitambare College, Padegaon, Aurangabad, is dedicated to ensuring that students have accessible, efficient, and transparent means for submitting grievances. The college ensures that all grievances are resolved promptly, impartially, and with adequate proof of submission, processing, and resolution to maintain trust and accountability in the institution.

Approved

Principal, KAI. Wamnarao Pitambare College, Padegaon, Aurangabad

Date: [Insert Date]

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