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GRIEVANCE REDRESSAL COMMITTEE (GRC)

1. About the Grievance Redressal Committee

The Grievance Redressal Committee (GRC) is established to promote fairness, transparency, accountability, and effective resolution of grievances within the institution.

The committee provides an institutional mechanism through which teaching staff, non-teaching staff, and other eligible stakeholders can raise concerns relating to administrative procedures, working conditions, institutional facilities, professional conduct, and other matters within its assigned jurisdiction.

The committee aims to ensure that grievances are received, examined, and addressed through a fair, impartial, confidential, and systematic process in accordance with applicable institutional policies, service rules, and legal provisions.

It works in coordination with the Principal, college administration, management, and relevant institutional committees to encourage constructive communication, prevent unnecessary disputes, and promote a supportive academic and professional environment.

2. Objectives of the Grievance Redressal Committee

1. To establish an accessible, fair, and transparent mechanism for addressing institutional grievances.
2. To provide appropriate opportunities for employees and eligible stakeholders to raise legitimate concerns.
3. To ensure impartial and timely consideration of complaints and grievances.
4. To promote a positive, respectful, and supportive working environment.
5. To safeguard the legitimate rights and interests of individuals in accordance with applicable rules.
6. To encourage effective communication between employees, administration, and management.
7. To identify recurring grievances and recommend corrective and preventive measures.
8. To promote transparency, accountability, and procedural fairness in institutional administration.

9. To maintain confidentiality and protect sensitive grievance-related information.
10. To discourage victimisation, retaliation, discrimination, and unfair treatment.
11. To recommend improvements in institutional policies and administrative procedures.
12. To strengthen institutional harmony, professional relationships, and overall organisational effectiveness.

3. Composition of the Grievance Redressal Committee

The committee comprises of members appointed by the competent institutional authority, with appropriate representation from academic and administrative sections.

Sr. No.	Name of Member	Committee Designation	Contact Details
1	Dr. R. N. Nadar	Principal	rnnadar@gmail.com
2	Mrs. Madhuri Bhange	Convener	madhuri.nikam30@gmail.com
3	Mr. Shubham Shrivastav	Member	shubhsrcc@gmail.com
4	Mr. Subhash Asawale	Member	asw_Subhash@rediffmail.com
5	Mr. Ghanshyam Shirsath	SC / ST Member	jmftrust@rediffmail.com
6	Mrs. Priti Kewal Tandulkar	OBC Member	priti.rakas@gmail.com
7	Mr. Vadiyar Akshay Ashok, TYBA	Male Student Representative	akshayvadhiyar11@gmail.com
8	Ms. Divya Kamuni TYBCOM	Female Student Representative	divyakamuni.25@gmail.com

4. Types of Grievances

The committee may address the following categories of grievances, subject to its approved jurisdiction:

Sr. No.	Category	Nature of Grievance
1	Administrative Grievances	Institutional procedures, communication, and administrative services
2	Workplace Grievances	Working conditions and professional environment
3	Institutional Facilities	Availability, maintenance, and accessibility of facilities

4	Service-Related Concerns	Administrative service matters within delegated authority
5	Professional Conduct	Complaints concerning workplace behaviour and interpersonal matters
6	Institutional Policies	Concerns relating to implementation of institutional procedures
7	Resource Availability	Access to authorised institutional resources
8	Other Grievances	Matters referred by the competent authority within the committee's jurisdiction

5. Procedure for Submission and Redressal of Grievances

Step 1 – Submission of Grievance

An eligible complainant may submit a written grievance through the designated institutional complaint mechanism.

The application should clearly describe the issue and include relevant supporting documents where available.

Step 2 – Registration and Acknowledgement

The grievance shall be registered and acknowledged through the applicable procedure.

Step 3 – Preliminary Review

The committee shall examine whether the grievance falls within its assigned jurisdiction.

Matters requiring specialised statutory procedures shall be referred to the appropriate authority.

Step 4 – Examination of Grievance

The committee shall review the complaint, supporting documents, relevant institutional records, and available explanations.

Step 5 – Opportunity for Representation

The concerned individuals shall be provided appropriate opportunities to present their views in accordance with applicable rules and principles of natural justice.

Step 6 – Findings and Recommendations

The committee shall prepare findings and recommend appropriate measures to the competent authority.

Step 7 – Decision and Communication

The competent authority shall consider the recommendations and communicate its decision through the prescribed institutional procedure.

Step 8 – Follow-up and Documentation

The committee shall maintain records of the grievance, findings, recommendations, decisions, and authorised follow-up actions.

6. Institutional Commitment

JMF's Vande Mataram College of Arts, Commerce & Science is committed to maintaining a fair, transparent, respectful, and supportive academic and professional environment.

The Grievance Redressal Committee supports this commitment by establishing appropriate channels for raising concerns, ensuring impartial consideration of grievances, recommending suitable corrective measures, and strengthening institutional accountability.

Through constructive communication, procedural fairness, confidentiality, and continuous improvement, the committee strives to promote trust, professional harmony, institutional integrity, and effective governance.

"Fairness, Transparency, Accountability and Institutional Harmony."