



PATNA WOMEN'S COLLEGE

Autonomous
PATNA UNIVERSITY

3rd Cycle NAAC Accredited at 'A' Grade with CGPA 3.58/4
'College with Potential for Excellence' (CPE) status accorded by UGC

Ref. No. : PWC/PLY/GRP/01/23

GRIEVANCE REDRESSAL POLICY

1. Preamble

Patna Women's College (Autonomous) is committed to promote the welfare of students by establishing an effective mechanism for handling student grievances related to academic and non-academic matters. The **Grievance Redressal Policy** will apply to all the students studying at Patna Women's College irrespective of streams and faculties.

2. Objectives of the Policy

The **Grievance Redressal Policy** provides a broad framework and a set of standard norms regarding the formal grievance redressal procedures and handling of students complaints at Patna Women's College. The basic objectives of the policy are:

- To ensure that students get prompt solution to their problems
- To ensure harmonious student – faculty relationships
- To provide a platform for essential communications and bridge the communication gap related to various academic and non-academic matters
- To provide a platform to students for expressing their grievances freely and ensuring that it would be handled without any bias



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3. Offline and Online Grievance Redressal Mechanism

The following Grievance Redressal Mechanism is followed at Patna Women's College:

- The Information relating to the Grievance Redressal Committee shall be given on the college website and college handbook.
- In case of individual grievance, an aggrieved student shall present her grievance only in writing, to the Grievance Redressal Committee.
- The Students will drop their written grievances in the Redressal suggestion boxes kept in different places of the campus.
- Grievances can also be submitted online through the link of Online Grievance Submission Form <https://forms.gle/QNmgoQWYHvwe48mV6> available on the College Website.
- The subject shall be taken for discussion by the committee in its scheduled meeting.
- The minutes of the meeting and the action taken report is to be maintained.
- If the matter requires urgent attention, the member secretary shall inform the chairperson and convene a meeting of the committee as soon as possible.
- Based on the decision taken by the committee, the aggrieved has to be informed and action to be taken.
- The complainant should be informed of the decision of the committee/ action taken.
- A special meeting may be convened in case the follow-up is required.
- The proceedings have to be recorded by the secretary of the committee and the action taken report is to be prepared.



4. Grievance Redressal Committee

A committee has been constituted for monitoring and executing the grievance redressal procedures.

Sl. No.	Name	Category
1	Dr. Sister M. Rashmi A.C. Principal	Chairperson
2	Dr. Sister M. Tanisha A.C. Vice Principal	Member
3	Prof. Ameeta Jaiswal Head, Dept. of Philosophy	Member
4	Dr. Smita Kumari Head, Dept. of Sanskrit	Member
5	Dr. Shobha Srivastava Associate Professor, Dept. of Zoology	Member
6	Dr. Bhawna Sinha Head, Dept. of Computer Applications (MCA)	Member
7	Dr. Sister Celine Crasta A.C. Head, Dept. of History	Member
8	Dr. Vinita Priyedarshi Head, Dept. of Political Science	Member
9	Ms. Priti Kumari Assistant Professor, Dept. of Economics	Member
10	Ms. Nikhila Narayanan Assistant Professor, Dept. of English	Member
11	Dr. Alka Kumari Head, Dept. of Mathematics	Member
12	Sister M. Jincy A.C. Assistant Professor, Dept. of Sociology	Member
13	Dr. Debjani Sarkar Ghose Head, Dept. of Geography	Member Secretary

Date: 01.02.2023

M. Tanisha A.C.
(Sister M. Tanisha A.C.)

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