



Phone : (033) 2551-3452

**RAMAKRISHNA SARADA MISSION
VIVEKANANDA VIDYABHAVAN
33, SRI MAA SARADA SARANI
DUM DUM, KOLKATA-700055
District : North 24 Parganas**

GRIEVANCE REDRESSAL POLICY

Ramakrishna Sarada Mission Vivekananda Vidyabhavan is committed to providing a safe and assured learning and work environment for its students. In keeping with this, the Grievance Redressal Cell was established in the college on 15/07/2021 in accordance with the University Grants Commission regulations 2012 (The Gazette of India, 23rd March, 2013), and Article XXV of the constitution.

‘Grievance’ is defined as complaints of aggrieved students and includes a range of issues from admission-related concerns to the everyday teaching-learning issues that might arise during the time spent by student’s in the College. The CGRC follows the principle of natural justice in addressing grievances of students relating to the teaching-learning process, rules and regulations and infrastructural facilities.

The purpose of the Grievance Redressal Cell is to address the grievances of any stakeholder of this college in an impartial manner, while maintaining the necessary procedural regulations. Any stakeholder with a genuine grievance may approach Grievance Redressal Cell to submit his/her grievance in writing in the designated Grievance Suggestion Box or by sending an e-mail to grievance@rksmvv.ac.in

The members of the College Grievance Cell include:

1. Principal, Chairperson
2. Coordinator, IQAC
3. Teacher’s Council Secretary

P. Vedatrapanna
Principal
Ramakrishna Sarada Mission
Vivekananda Vidyabhavan