

**BHARATI VIDYAPEETH Deemed (to be) University**  
**COLLEGE OF NURSING, NAVI MUMBAI**  
**SOP FOR GRIEVANCE & REDRESSAL COMMITTEE**

**General instructions**

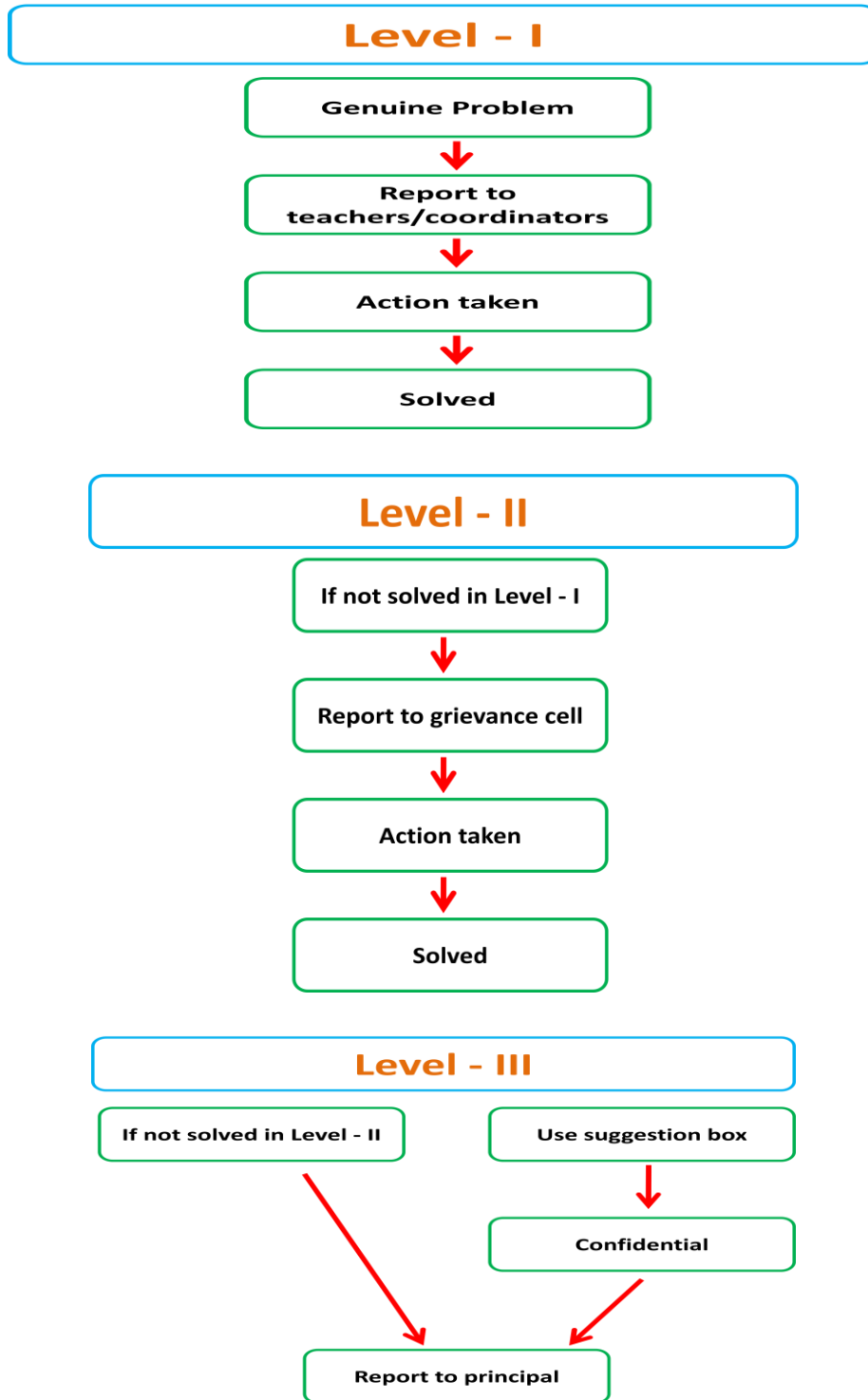
- Address genuine problems and complaints of students whatever are the nature of the problem
- Students are encouraged to use the suggestion boxes placed on the campus to express constructive suggestions and grievances
- Students can approach the members of the cell or any of their other teachers as is comfortable to them.
- Students are requested to note that making a complaint is serious and therefore they are to use this power in a responsible manner
- College assures students that once a complaint is made, it will be treated with sensitivity and confidentiality
- The minimum redressal duration is within 15 days after receiving in writing
- The cases will be attended promptly on receipt of written grievances from the students
- The cell formally will review all cases and will act accordingly as per the college policy
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

**Matters of grievance**

The cell will deal with Grievances received in writing from the students about any of the following matters:-

- Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial Matters: Related to dues and payments for various items from library, hostels etc.
- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

**Redressal work flow:**



**Final level**

ORGS – Online Grievance Redressal System to students