



**JOGESHWARI EDUCATION SOCIETY'S
COLLEGE OF COMMERCE SCIENCE & INFORMATION TECHNOLOGY**

(AFFILIATED TO UNIVERSITY OF MUMBAI)

JES Education Complex, Caves Road, Arvind Gandbhir Campus, Jogeshwari (East), Mumbai - 400 060.
Tel : 022 2824 5527 / 83568 67783 | Email : jescollegecom@gmail.com | Web : jescollege.edu.in

**5.1.4: THE INSTITUTION ADOPTS THE FOLLOWING FOR
REDRESSAL OF STUDENT GRIEVANCES INCLUDING SEXUAL
HARASSMENT AND RAGGING CASES.**

Sr.No	DESCRIPTION	Link/Content
1.	5.1.4._6 Annual report of the committee motioning the activities and number of grievances redressed to prove timely redressal of the grievances	5.1.4_6 1. Annual Report of College Grievnce Redressal cell



Rashmi
PRINCIPAL

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**GRIEVANCE REDRESSAL CELL
ANNUAL REORT 2022-23**

SUMMARY

Here is an overall gist of the responsibilities of the Grievance Redressal Cell taken by JES College of Commerce, Science & Information Technology during the academic year 2022-23. During the academic year a few complaints regarding washrooms, library, gymkhana, canteen & IT lab were received. The complaints received from the student groups were taken very seriously and dealt with effectively. This shows the overall effectiveness and the concern of the college towards the well being of the students and proactive measures taken up to improve to ensure a healthy college environment. This report highlights the efforts made to prevent grievances and maintain a complaint- free campus.

INTRODUCTION

The Grievance Redressal Cell is committed to student welfare and its role in maintaining an effective grievance redressal process to enjoy a conducive learning environment.

GRIEVANCE REDRESSAL PROCESS

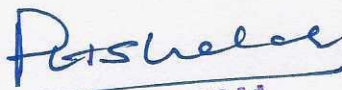
The committee will deal with all the genuine grievances of learners, teaching and non-teaching staff of the college. The grievance is received and scrutiny is done by grievance redressal committee members and within 7 working days' resolution of grievance is processed.

GRIEVANCE REDRESSAL STATISTICS.

Provide an overview of the complaints received during the reporting period. Include the following information.

- Number of formal complaints received- 5
- Categories/ types of grievance- General
- Measures taken to prevent grievances, such as – group discussion, awareness in classrooms and notice board, counselling services.




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CONCLUSION

At JES College of Commerce, Science & Information Technology, we have effective communication channels and we believe in proactive measures. Our priority is always students hence constant efforts have been taken to improve various aspects so that we can provide the best learning environment to our wards.

The Complaints received during the academic year were considered and dealt with utmost seriousness. With immediate effect, the measures to solve the grievances were implemented.

There is transparency and maximum scope for open discussions. Through Orientation programmes, Counselling sessions and awareness campaigns, we have cultivated a culture that encourages our students to voice their grievances promptly to enjoy solutions in a short span from the concerned authorities.



Rashel

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