



R. R. Educational Trust's B. Ed. College
Mhada Colony, Eastern Express Highway, Mulund Mumbai 400081.
Affiliated to University of Mumbai, Recognised by NCTE
NAAC Accredited
2023-24

Report on Orientation with students for Grievance Redressal Mechanism

Dated: 24th November, 2023

Objective:

The orientation aimed to familiarize students with the college's Grievance Redressal Mechanism, ensuring they understand how to voice concerns effectively and access support systems.

Program Overview:

The session began with a welcome address by the Principal, emphasizing the importance of an open and transparent grievance redressal system. The Grievance Redressal Committee members were introduced, and their roles were explained.

Key Points Covered:

- **Grievance Submission Process:**
Students were guided through the various channels available for submitting grievances, including the online portal, grievance box, and dedicated email address.
- **Types of Grievances Addressed:**
Academic, examination-related, and infrastructure grievances were highlighted, with examples discussed to clarify the process.
- **Resolution Timeline:**
The committee assured students of prompt acknowledgment within 2 working days and resolution within 10 working days.
- **Confidentiality and Support:**
Emphasis was placed on maintaining confidentiality and ensuring non-retaliation, encouraging students to voice their concerns without fear.

