



**Smt. Pushpatai Hiray Arts, Science and
Commerce Mahila Mahavidyalaya
Malegaon Camp, Dist.- Nashik**

**STUDENT GRIEVANCE
REDRESSAL CELL**

MAHATMA GANDHI VIDYAMANDIR'S,
MAHILARATNA PUSHPATAI HIRAY ARTS, COM. AND SCI. MAHILA
MAHAVIDYALAYA,
MALEGAON CAMP, DIST-NASHIK

Policy FOR

STUDENT GRIEVANCE REDRESSAL CELL

As suggested by UGC, a Students Grievance Redressal Cell has been constituted in the institution with a view to take care of the complaints and grievances of the students and redress it as per requirement.

The Student Grievance Redressal Cell desires to promote and maintain a conducive and unprejudiced educational environment. The cell provides a mechanism for redressal of grievances of students and all other stakeholders. It ensures transparency in admission and prevents unfair means. The Grievance Redressal Cell of the college desires to promote and maintain a helpful, encouraging and unprejudiced educational environment. The Cell enables a stakeholder to express his/her feelings freely and frankly by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the UGC.

Students are encouraged to submit their grievances on academic or non-academic matter through the grievance collection box.

The Grievances of stakeholders are enquired, analyzed and solved in a strictly confidential and fair manner. In order to maintain a harmonious educational environment in the college, the cell helps to develop a responsive and responsible attitude among the students and all stakeholders.

The Cell ensures effective solution to the grievances, using a fair approach. The Grievance and Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College. The cell meets periodically, examines the nature and pattern of the grievances and redresses it accordingly.

❖ **Vision:**

The vision of the Grievance Redressal Committee is to develop a responsible and accountable attitude among all the stakeholders (students, staff including teaching and non-teaching staff) in order to maintain a harmonious educational ambience in the institute and uphold the dignity and divinity of the college.

❖ **Mission: -**

Encouraging the stakeholders to express their grievances/suggestions freely for a smooth relationship and keep up the standard and discipline of the institute.

❖ **Goals**

- To implement necessary action according to the suggestions and grievances.
- To keep up the values and ethics of the institution.
- To bring change and development for the upliftment of the stakeholders and the institutions.

❖ **OBJECTIVES OF THE CELL: -**

1. To ensure a stress-free atmosphere and to maintain cordial relationships among students and teachers and all other stakeholders.
2. To encourage students to express their problems freely and frankly.
3. To investigate the cause of grievances and to ensure the removal of them in future.
4. To create awareness of availability mechanism to register their grievances
5. To define and develop S.O.P. for grievances.
6. To develop an organizational framework to resolve grievances of the students and other stakeholders.

7. To ensure effective solution to the stakeholders' grievances with an impartial and fair approach
- 8) To investigate the reason of dissatisfaction.
9. To enlighten the students on their duties and responsibilities.

❖ **Functions**

- ❖ Redressal of Students' Grievances to solve their academic and administrative problems.
- ❖ To co-ordinate between students and Departments / Sections to redress the grievances.
- ❖ To guide ways and means to the students to redress their problems.

❖ **Composition of the Cell: -**

1. The principal is the chairman of the cell, Coordinator of the cell, with senior teaching staff as members, One representative of non-teaching staff
2. The cell will follow the procedure of natural justice to the aggrieved.
3. The Grievance Redressal Cell shall report the recommendations if any to the principal.
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❖ **Grievance and Redressal Cell Composition**

- ❖ Principal
- ❖ Grievance and Redressal Coordinator
- ❖ Member
- ❖ Member
- ❖ Non-teaching Staff Member

STUDENT GRIEVANCE REDRESSAL CELL

Sr. No.	Name of the Member	Status
1	Dr. Ujjwala S. Deore	Chairman
2	Dr. Meena F. Patil	Coordinator

3	Dr. Meenakshi P. Patil	Member
4	Prof. Shilpa L. Yennawar	Member
5	Dr. Yogita S. Patil	Member
6	Mrs. Kavita S. Patil	Member

❖ **How the grievance is solved:**

1. The complaint box is checked per Saturday by committee members.
2. The cases are attended promptly on receipt of grievances from the students and all Stakeholders
3. The cell formally reviews all cases and prepares statistical report about the number of cases received
4. The cell gives a 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.
5. The Grievance Redressal Cell acts upon those cases which have been forwarded along with the necessary documents.
6. The Grievance Redressal Cell assures that the grievance has been properly solved in a stipulated time limit provided by the committee
7. Action is taken at the earliest depending on the nature of complaint

❖ **UGC guidelines, norms and definitions:**

1. Act means the University Grants Commission Act, 1956 (3 of 1956); Aggrieved student means a student who has any complaint in the matters concerned with the grievances defined under these regulations, and includes a person seeking admission to any institution of higher education;
2. College means institution, whether known as such or by any other name, which provides for a course of study for obtaining any qualification from a university and which, in accordance with the rules and regulations of such university, is recognized as competent to provide for such course of study and present students

undergoing such course of study for the examination for the award of such qualification.

3. Commission means the University Grants Commission established under section 4 of the UGC Act, 1956.
4. Grievance Redressal Committee means a committee constituted under these regulations.
5. Higher Educational Institution means a University within the meaning of clause (f) of Section 2, a college within the meaning of clause (b) of subsection (1) of Section 12A, and an institution deemed to be a University declared under Section 3, of the University Grants Commission Act, 1956.

Place: Malegaon Camp

Date: 21/07/2017