



Marata Vidya Prasarak Samaj's

Karmveer Abasaheb Alias N. M. Sonawane Arts, Commerce
and Science College

Morenagar, Baglan (Satana), Nashik – 422301, (MS) India

(Affiliated to Savitribai Phule Pune University)

Re-Accredited by NAAC- 'A' Grade (CGPA-3.18)

**STUDENTS GRIEVANCE
REDRESSAL CELL**

Policy and Procedures

Student's Grievance Redressal Cell (SGRC)

The Student's Grievance Redressal Cell (SGRC) plays a crucial role in ensuring a conducive and unprejudiced learning environment at Higher Education Institutions (HEIs). The primary objective of the SGRC is to address and resolve various grievances faced by students, thereby promoting transparency, fairness, and accountability within the institution.

Objectives:

1. To establish a system of students grievance redressals on examinations, scholarships and facilities.
2. To analyze the grievances and initiate necessary actions toward solutions.
3. To practice a clear and transparent mechanism of redressal without bias.
4. To make officials of the College responsive, accountable and courteous in dealing with the students.

SGRC enable students to express their feelings by understanding the grievance procedure in accordance with the rules and regulations of the HEI. The cell enquires and analyses the nature and pattern of the grievances in a confidential manner. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".

Grievances received were forwarded to the chairman of the cell for immediate redressal. In all such cases prompt action were taken and the matter sorted out. The aggrieved student was informed of the actions/measures taken and checks were introduced in the system to avoid the repetition of the same.

Functions:

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

Procedure:

- To sort out the issues between student and college to ensure a transparency and fairness with respect to academic/administrative affairs.
- It is a device to settle a problem and enable to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations.
- It involves a process of investigation in which SGRC enquires and analyses the nature and pattern of the grievances in a strictly confidential manner.
- Matters are disclosed to only those, who have a legitimate role in resolving the matter.
- Emphasis on clear and transparent procedures has been practiced with a view to "the

Criterion VI Governance, Leadership and Management

right to be heard and right to be treated without bias".

- The students are supposed to lodge their grievances in the prescribed form available with the institutional website.
- The duly filled form is required to be submitted in the complaint/suggestion box placed over the campus. These boxes are checked frequently for any grievances.
- The SRGC takes the necessary action in order to resolve the grievances received and the same shall be intimated to the students.
- Action Taken Report is prepared by cell annually and submitted to IQAC.

Exclusions:

SGRC shall not entertain the grievances related to:

1. Decisions of the CDC and academic committee constituted by the college.
2. Decisions with regard to award of scholarships / fee concessions / awards / medals.
3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the competent authority on assessment and examination result.

Grievances otherwise received were forwarded to the SRGC for redressal. In all such cases prompt actions were taken and the matter sorted out.

Cell Members:

- **Chairman**
 - **Prin. Dr. Dilip Dhondge**
- **Coordinator**
 - **Prof. D. K. Ahire**
- **Member**
 - **Dr. S. B. Sable**
 - **Smt. S.B. Shewale**
 - **Shri. B. K. Nikam**
 - **Smt. S. V. Gharte**

We strive to follow a scheme of continuous improvement and upgradation in our procedures, practices and review the policy on a regular basis to evaluate continued relevance and to monitor compliance.

Date: 31/8/2018

Place: Satana