

## **STUDENT GRIEVANCE AND REDRESSAL CELL**

The Student's Grievance Cell desires to promote and maintain a conducive and unprejudiced educational environment. The Committee aims at being a link between students, teachers and College administration. It is established to create a healthy and safe atmosphere for students of the College.

Grievance is any type of problem, concern, dispute or complaint or suggestion (s) related to academics or the environment, in the college premises. The Cell enables a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College. It works on principles including confidentiality, impartiality, sensitivity and timely and appropriate action.

### **Objectives**

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the students in order to maintain a harmonious educational atmosphere in the institute. A Grievance Cell should be constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- 1) Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- 2) Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- 3) Suggestion / complaint Box is installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- 4) Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- 5) Advising All the Students to refrain from inciting Students against other Students, teachers and College administration.
- 6) Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- 7) Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

### **Role and Responsibilities**

- 1) Redressal of Student's 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.
- 4) The cases will be attended promptly on receipt of written grievances from the students.

- 5) The cell formally will review all cases and will act accordingly as per the Management policy.
- 6) 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.

### **Working Procedure**

- 1) The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it in suggestion boxes.
- 2) The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- 3) The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

### **Exclusions**

SGC shall not entertain following issues.

- 1) Decisions of the Academic Council / Board of studies and other academic / administrative committees 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 college in admissions of my courses.
- 5) Decisions of the competent authority on assessment and examination result.

The Student Grievance and Redressal Cell consist of the following members:

<b>Sr. No.</b>	<b>Name of Member</b>	<b>Designation</b>	<b>Position</b>
1	Dr. Rajkumar Bagali	Principal	Chairman
2	Mr. Rohan Mane	Assistant Professor (Deg.)	Convener
3	Mrs. Anuradha Bhoi	Lecturer (Dip.)	Member
4	Mrs.. Shital Phalle	Representative of Non-teaching staff	Member
5	Mr. Atul Kadam	Representative of Police (PSI)	Member
6	Mrs. Sulaxmi Patil	Advocate	Member
7	Mr. Vivek Savairam	Representative of Student (Dig)	Member
8	Mr. Yogesh Kulkarni	Representative of Student (Dip)	Member