

**“Dissemination of Education for Knowledge, Science and Culture”  
- Shikshanmaharishi Dr. Bapuji Salunkhe**

**Shri Swami Vivekanand Shikshan Sanstha’s Kolhapur**

**Shikshanmaharshi Dr. Bapuji Salunkhe College, Miraj**

## **STUDENTS GRIEVANCE AND REDRESSAL POLICY**

### **Introduction**

The Students Grievance Cell desires to promote and maintain a conductive and unprejudiced educational environment. Shikshanmaharshi Dr. Bapuji Salunkhe College, Miraj has student grievances and redressal policy at place. The student grievances and redressal cell look after the work of offering relief to the students having grievances’ cell was constituted as per the suggestions offered by the affiliating university. The university has made references to the State Government of Maharashtra Gazette date 25<sup>th</sup> Feb.2019. The College adhered to the directives of the said notification and the circular received the affiliating university.

Student grievance Redressal Matrix at Shikshanmaharshi Dr. Bapuji Salunkhe College, Miraj

<b>Nature of Grievance</b>	<b>Category of Grievance</b>	<b>Whom to Contact</b>
A. Academic	Admission	Chairperson Admission Committee
	Teaching-Learning	Faculty -In Charges of respective Departments
	Internal Assessment	Chairperson Internal Examination Grievance Committee
B. Non-Academic	Discipline in the College	Chairperson Discipline Committee
	Infrastructure	Administrative Office In charge, Infrastructure and Learning Resources Chairman.
	Ragging	Chairperson Anti-Ragging Committee
	Sexual Harassment	Chairperson Sexual Harassment Committee and Internal Complaints Committee
C. General	For grievances in any matter other than the above	Chairperson Student grievance Redressal Committee



## Formation of the Grievance and Redressal Cell

The College constitutes the cell headed by Principal of the college along with a senior faculty member as a chairperson who has good skills at handling issues of students. There would also be more all department heads as member of the cell. Besides it, there is a student member representative.

### Objectives of Students Grievance Cell

- To uphold the dignity of the College by ensuring strife free atmosphere in the College through promotion of cordial Student-Student relationship and Student-teacher relationship etc.
- To support, those students who have been deprived of the services offered by the College, for which he/she is entitled.
- Advising all the Students to refrain from inciting Students against other Students, teachers and College administration
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- 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.
- To make officials of the College responsive, accountable and courteous in dealing with the students.
- To ensure effective solution to the student's grievances with an impartial and fair approach

### The Function of Student Grievance Cell

- The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment.



- Redressal of Students Grievances to solve their academic and administrative problems.
- To co-ordinate between students and every faculty member of departments to redress the grievances.
- To guide, support ways and means to the students to redress their problems.

### Grievance Redressal Mechanism for students

Students can access the suggestion/Complaint -box, at different places in the campus to reach out to the authorities for grievance redressal.

While the complaint box is accessed weekly, receiving the complaints the committee fixes a date for a meeting to take up as items on its agenda.

The members discuss the grievances among themselves and arrive at the best solutions to be proposed as necessary action.

The committee then forwarded the grievances along with the proposed solutions to the respective chairman/the departments/the concerned parties and follows up the matter so as to ensure redressal within the stipulated time.

Upon completion of the proceeding, the committee communicates the final decision, to the complainants on the matter.

Feedback from the student

The complaints are thereafter, considered as disposed off and closed.



## Slandered Operating Procedure of Student Grievances Redressal Mechanism

Aggrieved student can lodge the complaint to student Grievances and Redressal cell. If the complaint would not like to reveal his. her name for any grievance, they can drop box placed at different places in the campus. Students can also register complain to the concerned department.



Upon receipt of complaint the Chairperson of the cell may take one of the two options to proceed on addressing the concerns while keeping the chairperson, GRC copied in all communications.

**a. Option 1 which can be exercised on matters that could be more routine operation:**

- i. The chairman of the cell may address the issue directly with the help of the concerned department.
- ii. In this case, it is important that the complainant is apprised of the actions taken or the work-in-progress in a timely manner.
- iii. Once the matter has been resolved the chairperson will send a final update to the complainant.

**b. Option 2 which can be exercised in matters of very serious concern, in consultation with the chairperson:**

- i. The chairperson may also call for a meeting of the GRC with the permission of Principal.
- ii. The cell, as required may also call for a deposition by the complainant and the person/representation from the department against which the complaint has been made.
- iii. Final decision of the GRC has to be communicated to the student within 10 days of the receipt of the complaint.
- iv. The chairperson of the cell will communicate the decision to the concerned parties/departments via email and a copy of the case and decision will be sent to the chairman.



**Shri Swami Vivekanand Shikshan Sanstha's Kolhapur**  
**SHIKSHANMAHARSHI DR. BAPUJI SALUNKHE COLLEGE,**  
**MIRAJ**

1) Name of the Student:

2) Class:

3) Department:

4) Male/Female:

5) Mobile No:

6) Aadhaar No.

7) Grievance Type:

- a) Examination
- b) Infrastructure
- c) General Facilities
- d) Library
- e) Sports
- f) Hygiene
- g) Admission
- h) Teaching learning

i) Any other

8) Grievance Description:

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I hereby declare that the information provided above is correct. I shall be responsible for furnishing any wrong information.

Day & Date:

Student Signature

