

*SAMAJ SHIKSHAN MANDAL, VINZAR'S*  
**AMRUTESHWAR ARTS, COMMERCE AND SCIENCE COLLEGE,**  
Vinzar, Tal. – Velhe, Dist. – Pune- 412 213

NAAC Re-accreditation Grade – 'B'

## **GRIEVANCE REDRESSAL POLICY**



2020-2021



## **Policy Objective :-**

To provide a mechanism for students to air out their grievances and to provide Redressal mechanism for the same so that they have smooth span at the college from the day of admission to their graduation. The objectives of Students Grievance Redressal Cell include the following:

- i. To support students who are deprived from the services offered by the College for which they are entitled.
- ii. To ensure effective solution to the students' grievances with an impartial and fair approach.

## **Definition :-**

"Aggrieved student" means a student who has any complaint in the matters concerned with the grievances defined under these guidelines and includes a person seeking or has taken admission to the college.

## **Grievances :-** Grievances include the following complaints of the aggrieved students viz. :

The Students' Grievance Cell desires to promote and maintain a conducive and unprejudiced educational environment.

**Scope :-** The Committee deals with Grievances received in writing, orally or with any communication media from the students about any of the following matters:-

- **Academic Matters:** Related to timely issue of Mark-sheets, Transfer Certificates, Bonafied Certificates or other examination related matters.
- **Financial Matters:** Related to dues and payments for various items from library, Physical education and laboratory etc.
- **Discipline matters:** Related to rules, regulations and code of conduct of college
- **Other Matters :** Related to certain conditions of sanitation, safe drinking water etc.,
- **Gender Sensitivity Related:** Sexual harassment, Comments and sexual behaviour
- **Ragging - Any disorderly conduct whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness a fresher or a junior student**
- **'Zero Tolerance Policy'** : No act of ragging, major or minor, shall go unnoticed.

**Functions :-** The cases of grievances are attended promptly even though received in any form e.g. written, oral or any other communication media from the students. The Committee formally meets twice in the year and even in between if necessary to review, verify, evaluate and validate all grievances. If necessary directions and guidance from the higher authorities are taken.

## **Procedure :-**

- Wide publicity is made among students about Grievance Redressal Committee. Names and phone numbers are made available to all the students.
- The students may feel free to put up a grievance in the format attached and drop it in boxes placed at conspicuous locations. Students can even call, meet and communicate in any other media which they feel comfortable.

**SAMAJ SHIKSHAN MANDAL, VINZAR'S  
AMRUTESHWAR ARTS, COMMERCE AND SCIENCE COLLEGE,  
Vinzar, Tal. – Velhe, Dist. – Pune- 412 213**

NAAC Re-accreditation Grade – 'B'

## **GRIEVANCE REDRESSAL POLICY**



2020–2021

### **Policy Objective :-**

To provide a mechanism for students to air out their grievances and to provide Redressal mechanism for the same so that they have smooth span at the college from the day of admission to their graduation. The objectives of Students Grievance Redressal Cell include the following:

- i. To support students who are deprived from the services offered by the College for which they are entitled.
- ii. To ensure effective solution to the students' grievances with an impartial and fair approach.

### **Definition :-**

**Grievances :-** Grievances include the following complaints of the aggrieved students viz. :

The Students' Grievance Cell desires to promote and maintain a conducive and unprejudiced educational environment.

**Scope :-** The Committee deals with Grievances received in writing, orally or with any communication media from the students about any of the following matters:-

• Academic Matters: Related to timely issue of Mark-sheets, Transfer Certificates, Bonafide Certificates or other examination related matters.

• Financial Matters: Related to dues and payments for various items from library, Physical education and laboratory etc.

• Discipline matters: Related to rules, regulations and code of conduct of college

• Other Matters : Related to certain conditions of sanitation, safe drinking water etc.,

• Gender Sensitivity Related: Sexual harassment, Comments and sexual behaviour

• Ragging - Any disorderly conduct whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness a fresher or a junior student

• 'Zero Tolerance Policy' : No act of ragging, major or minor, shall go unnoticed.

**Functions :-** The cases of grievances are attended promptly even though received in any form e.g. written, oral or any other communication media from the students. The Committee formally meets twice in the year and even in between if necessary to review, verify, evaluate and validate all grievances. If necessary directions and guidance from the higher authorities are taken.

### **Procedure :-**

• Wide publicity is made among students about Grievance Redressal Committee. Names and phone numbers are made available to all the students.

• The students may feel free to put up a grievance in the format attached and drop it in boxes placed at conspicuous locations. Students can even call, meet and communicate in any other media which they feel comfortable.

- The GRC will act upon those cases with the necessary documents and forward the case to related committee further.
- The Committee is requested to Contribute effectively to dispose the grievances at the earliest.
- The Committee will meet periodically or on the happening of the event. An aggrieved Student may appear in person to present his/her case.
- In the case, the complainant not satisfied with the decision of the Committee, they may send their appeals to the “OMBUDSMAN” appointed by the Affiliating University.
- The OMBUDSMAN will fix a date for hearing the Complainant which shall be communicated to the Institute and the aggrieved person.
- The Institution shall comply with the order of the ombudsman. Any order of the OMBUDSMAN not complied with by the Institution, will be reported to UGC for appropriate action.
- In case of any false Complaint, the ombudsman may order appropriate action against Complainant

**Frequency of meeting :** Once in six months and whenever needed

**Establishment of a Grievance Redressal Committee:**

SSM's Amriteshwar Arts, Commerce & Science College has constituted its Grievance Redressal Committee in order to comply with the UGC Regulation. Experienced senior faculty and lady Staff were designated as a member of the committee to enquire the nature and extent of grievance.

**CONSTITUTION OF GRIEVANCE REDRESSAL COMMITTEE :**

Sr. No.	Designation
1	Chairman
2	IQAC Co-ordinator
3	Experienced Senior Faculty Member
4	Experienced Senior Faculty Member
5	Lady Faculty Member
6	Lady Faculty Member

G.R.C. Co-coordinator  


IQAC Co-coordinator



Principal



Principal  
Amriteshwar Arts, Commerce  
Science College, Vinza,  
Tal. Vetha, Dist. Pune.  
Tel. 022-2542213



Sarva Shreshth Dan Vidya Dan  
**Samaj Shikshan Mandal Vinzar's**  
AMRUTESHWAR ARTS, COMMERCE AND SCIENCE COLLEGE, VINZAR  
Tal Velha Dist Pune

### Anti Ragging Cell

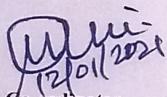
#### Notice of Meeting (2020-21) Date : 12/01/2021

All members of anti ragging committee are hereby informed that the meeting of anti ragging committee will be held on 20/01/2021 at 12.30pm in the Principal's office. Following topics will be discussed in the meeting.

#### Agenda of the meeting

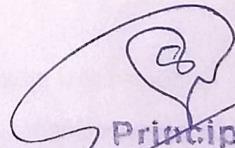
- To review the case of ragging if any.
- To organize anti-ragging awareness programme.
- Any other relevant subject at the time of meeting.

**All members are requested to attend the meeting by following all covid-19 rules issued by the various authorities.**



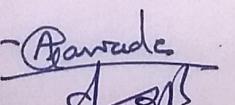
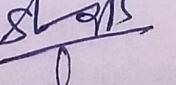
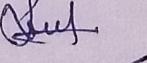
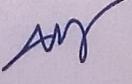
Co-ordinator

Anti-Ragging Committee  
Amruteshwar Arts, Commerce And Science College,  
Vinzar Tal Velha Dist Pune



Principal

Amruteshwar Arts, Commerce & Science  
College, Vinzar, Tal. Velha. Dist. Pune,

- 1) Gawade A.V. 
- 2) Dr. Shrikre D.B. 
- 3) Dr. Jyoti Bhat 
- 4) Vigny B. Kulkarni 

Sarva Shreshth Dan Vidya Dan  
**Samaj Shikshan Mandal Vinzar's**  
AMRUTESHWAR ARTS, COMMERCE AND SCIENCE COLLEGE, VINZAR  
Tal Velha Dist Pune

### Anti Ragging Cell

#### Minutes of Meeting (2020-21)

Date: 20/01/2021

Time: 12.30pm

The meeting of anti ragging committee was held today in the office of Principal under the chairmanship of Prin. Dr. Sanjeev S. Late. The following members were present for the meeting.

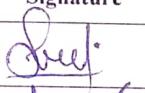
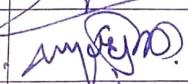
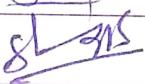
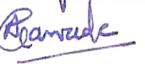
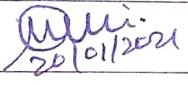
- |   |                                      |
|---|--------------------------------------|
| 1. Prin. Dr. Sanjeev S. Late (Chairman) | 4. Prof. Mrs. Jyoti T. Bhate         |
| 2. Prof. Vijay B. Kadam                 | 5. Prof. Dr. Deepak B. Shelke        |
| 3. Prof. Dr. Mrs. Anuja V. Gavade       | 6. Prof. R. M. Mokashi (Coordinator) |

#### **Agenda of the Meeting**

- To review the case of ragging if any.
- To organize anti-ragging awareness programme.
- Any other relevant subject at the time of meeting.

#### **Minutes of the Meeting**

1. Minutes of earlier meeting were read by Prof. R. M. Mokashi and after discussion the minutes are confirmed by the committee.
2. There is not received any application regarding ragging from student.
3. It is decided to organize a programme on awareness of anti ragging when the college will run in offline mode.

Name	Signature	Name	Signature
Prin. Dr. Sanjeev S. Late (Chairman)		Prof. Mrs. Jyoti T. Bhate	
Prof. Vijay B. Kadam		Prof. Dr. Deepak B. Shelke	
Prof. Dr. Mrs. Anuja V. Gavade		Prof. R. M. Mokashi (Coordinator)	 20/01/2021

  
Amruteswar Arts, Commerce & Science  
College, Vinzar, Tal. Velha, Dist. Pune.

Sarva Shreshth Dan Vidya Dan  
**Samaj Shikshan Mandal Vinzar's**  
**AMRUTESHWAR ARTS, COMMERCE AND SCIENCE COLLEGE, VINZAR**  
**TAL VELHA DIST PUNE**

Date : 15/06/2021

**Anti-Ragging Report 2020-2021**

As per the Covid 19 guidelines issued by Government and Savitribai Phule Pune University, Pune, the college teaching had been shifted from offline to online mode. So, the physical presence of the staff and students in the college restricted / limited in the academic year 2020-2021.

Therefore, not a single complaint / application of ragging received by the committee in the academic year 2020-2021.

  
Co-ordinator  
Anti-Ragging Committee  
Amruteshwar Arts, Commerce & Science College  
Vinzar Tal. Velha Dist. Pune

  
Principal  
Amruteshwar Arts, Commerce & Science  
College, Vinzar, Tal. Velha, Dist. Pune.



## **Savitribai Phule Pune University**

### **Internal Committee: 'Sexual Harassment at Workplace Act,2013' (Previously known as Women's Grievance Redressal Committee)**

#### **Guidelines of Savitribai Phule Pune University regarding the functioning of the committee**

##### **Objectives of the Committee**

The Internal Complaint Committee is an educational resource as well as a complaint redressal mechanism for the members of faculty, staff and students of the University. Its mandates are:

- To provide a neutral, confidential and supportive environment for members of the campus community who may have been sexually harassed
- To advise complainants of means of resolution as specified by the legislation
- To ensure fair and timely resolution of sexual harassment complaints
- To provide counselling and support services on campus
- To ensure that students, faculty and staff are provided with current and comprehensive materials on sexual harassment
- To promote awareness about sexual harassment through educational initiatives that encourages and fosters a respectful and safe campus environment

The committee seeks to inform the campus community of their right to a respectful work and learning environment. It believes that if we practice respect, exercise empathy in our interactions with others so that we do not hurt anyone through what we say or do, then we can create a campus that is free of sexual harassment.

The Committee seeks to achieve these goals through:

- **Complaint Redressal:** As per the act 'The Sexual Harassment at Workplace (Prevention, Prohibition and Redressal) Act, 2013', appropriate action will be taken once the complaint is filed.

- **Dissemination of Information:** through production, distribution and circulation of materials, posters and handouts etc. to SPPU campus community.
- **Awareness Workshops:** for faculty, non-teaching staff and students with an aim to develop nonthreatening and non-intimidating atmosphere of mutual learning.
- **Counselling** – Confidential counselling service is an important service as the sexual harassment cases are rarely reported and are a sensitive issue. Counselling provides a safe space to speak about the incident and how it has affected the aggrieved woman.

### **Who can file the Complaint to the Internal Complaint Committee?**

Any student, service provider, teaching, non-teaching staff may lodge a complaint against a student, service provider, teaching, non-teaching staff.

### **About Inquiry process**

The Internal Complaints Committee shall make enquiry into the complaint in accordance with the provisions of the Service Rules applicable to the respondent. For the purpose of the enquiry, if the respondent is a non-teaching employee of the university, provisions of the Maharashtra Civil Services (Conduct) Rules, 1979 and provisions of the Maharashtra Civil Services (Discipline and Appeal) Rules, 1979, are applicable, and if the respondent is a teacher, provisions of the Teachers' Statutes are applicable. If the Respondent is a student, an enquiry shall be made as per provisions of Ordinance 157 as regards maintenance of discipline and good conduct by students.

**Constitution of ICC, Process of inquiry, Conciliation, Power of the ICC, Action during the pendency of inquiry, Inquiry report are to be done according Prevention, Prohibition and Redressal Act 2013.**

Date: 17/ 02/2021

Samaj Shikshan Mandal's  
**Amruteshwar Arts, Commerce & Science College**  
Vinzar, Tal- Velhe, Dist-Pune  
**Women's Grievance Redressal Cell**

**Notice**

All members of Women's Grievance Redressal Cell are here by informed that the first meeting of WGRC(Vishakha) is schedule on 23 February 2021 at 1 pm. The meeting will be held at principal cabin and agenda of the meeting is given below.

1. Review on topics discussed in the last meeting
2. International Women's day programme
3. Appointment of one member from NGO to WGRC
4. Any other topic with permission of principal

  
Mrs. Bhate J. T  
(Chairman)

  
Dr. Sanjeev Late  
(Principal)  
**Principal**

Amruteshwar Arts, Commerce & Science  
College, Vinzar, Tal. Velha, Dist. Pune.



**Members:**

1. Dr. Sendkar S. L.
2. Dr . Kendale B. N.
3. Mr. Mane S. T.

Academic Year 2020-21

## Women Grievance Redressal Cell Meeting No-1

The first meeting of the reconstituted Women's Grievance Redressal cell of the college held on 23 February 2021 at 1 pm at Principal's office.

Agenda for the meeting :-

- 1) Review on topics discussed in the last meeting
- 2) International Women's day programme
- 3) Appointment of one member from NGO.
- 4) Any Regaring matter of grievance complaint
- 5) Any other topic with permission of principal

~~Following~~

meeting started with warm welcome from the chairperson, Principal. Dr. Sanjeev late sir followed by taking the agenda itemwise.

- 1) To read and confirm the minutes of previous meeting minutes of Women's Grievance Redressal cell held on 10-12-2019.

The members unanimously confirmed the minutes.

- 2) Committee members decided to arrange a programme on International Women's day on 8 March 2021. Tentative scheduled & nature of the programme is discussed in the meeting. It is decided that a seminar on suitable topic is to arranged so that it could be conducted online even in covid-19 pandemic situation.

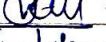
Tagline

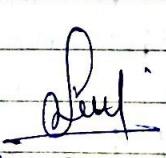
3. As per the guidelines from UGC one member from NGO is to be appointed on women's Grievance Redressal cell. It is decided to appoint a person working locally in Welfare Tahsil so that she/he could understand the problem's of students in this area. Various name's come forward & committee decided to talk with them regarding the same.

1) Regarding the matter of grievance complaint, it was found by the members that not a single grievance has been brought to the notice of committee during the session. Hence Redressal is Nil.

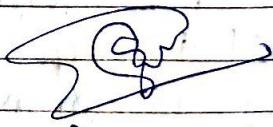
As there was no other matter to discuss, the meeting ended with vote of thanks for all the members.

Following Members were present for the meeting

1) Dr Sanjeev Late	Principal	
2) Jyoti Bhatre	Chairman	
3) Dr. Balasabha Kondale	Member	
4) Mr. Sujitkumar Mane	Member	
5) Dr. Shendkar S.L.	Member	

  
Mrs. Jyoti Bhatre  
(Chairperson)



  
Dr. Sanjeev Late  
(Principal)  
Principal  
Amruteshwar Arts, Commerce & Science  
College, Vinzar, Tal. Yelha, Dist. Pune.

Date: 01/04/2021

Samaj Shikshan Mandal's  
**Amruteshwar Arts, Commerce & Science College**  
Vinzar, Tal- Velhe, Dist-Pune  
**Women's Grievance Redressal Cell**

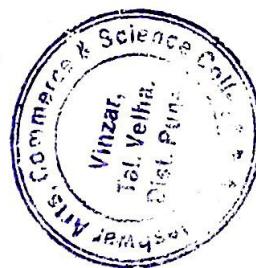
**Notice**

All members of Women's Grievance Redressal Cell are here by informed that the Second meeting of WGRC(Vishakha) is schedule on 5 April 2021 at 1 pm. The meeting will be held at principal cabin and agenda of the meeting is given below.

1. Review on topics discussed in the last meeting
2. Discussion International Women's day programme
3. Regarding matter of grievance complaint
4. Any other topic with permission of principal

abu

Mrs. Bhate J. T  
(Chairman)



Q  
Dr. Sanjeev Late  
(Principal)

**Principal**  
**Amruteshwar Arts, Commerce & Science**  
**College, Vinzar, Tal. Velha. Dist. Pune.**

**Members:**

1. Dr. Sendkar S. L. S. L. Sendkar
2. Dr . Kendale B. N. B. N. Kendale
3. Mr. Mane S. T. S. T. Mane

Academic Year 2020-21

Women's Grievance Redressal Cell  
Meeting No-2

Date - 05 April 2021

Day - Monday

Venue - Principal's Cabin

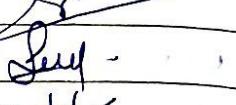
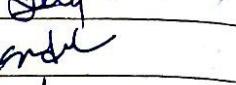
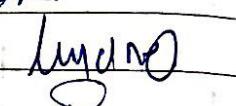
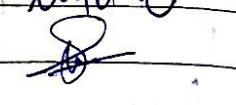
Second meeting of Women's Grievance Redressal Committee held on 5 April 2021 at Principal's Cabin. Meeting started with warm welcome from the Chairperson followed by taking the agenda itemwise.

Agenda for the meeting -

- 1) Review on topic discussed in the last meeting
  - 2) Review on program held on International women day & future planning.
  - 3) Regarding matter of grievance complaint
  - 1) Any other topic with permission of principal.
- 
- 1) To read and confirm the minutes of previous meeting held on 23/02/2021. The members unanimously confirmed the minutes.
  - 2) Due to lockdown in Maharashtra because of Covid-19 Women's day programme on 8<sup>th</sup> march 2021 is conducted online. Principal congratulated the committee for successful organization of the programme. Committed ~~to~~ decided to conduct such a programme frequently.
  - 3) Regarding the matter of grievance complaint. It was found that there was no such a complaint during the academic session. Hence Redressal is nil.

1) Committee decided to appoint Mrs. Nirmala Gaikwad, former president of Vinzar village as member of Women's Grievance Redressal cell. She is also Mr. Vijay Limhan and decided to be appointed as committee members as representative from village as well as administrative staff member.

Following members were present for the meeting.

- |                       |           |   |
|-----------------------|-----------|---|
| 1. Dr Sanjeev Late    | Principal |     |
| 2. Mrs. Jyoti Bhatre  | Chairman  |   |
| 3. Dr. B. N. Kendale  | member    |   |
| 4. Mr. S. T. Mane     | member    |  |
| 5. Dr. Shendkar S. T. | member    |  |

Jyoti Bhatre  
(Chairperson)

DR. Sanjeev Late  
(principal)

Amruteshwar Arts, Commerce & Science  
College, Vinzar, Tal. Vetha, Dist. Pune,

