

*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.

- 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 Complaint

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

**Establishment of a Grievance Redressal Committee.:**

SSM's Amruteshwar 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 Coordinator
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

**I.Q.A.C.**  
**Amruteshwar Arts, Commerce**  
**& Science College, Vinzar,**  
**Tal. Velhe, Dist. Pune.**

**Principle**  
**Amruteshwar Arts, Commerce**  
**& Science College, Vinzar.**  
**Tal-Velhe, Dist-Pune-412213**