



Nutan Vidya Mandir Education Society's
Late Sow. Kamaltai Jamkar Mahila Mahavidyalaya, Parbhani
Students Grievance Redressal Committee

• **Introduction:-**

The Students Grievance Redressal Committee desire to promote and maintain the conducive and unprejudiced education atmosphere. Our college has Students Grievance Redressal policy. The Students Grievance Redressal Committee looks after the work of offering relief to the students having grievances. The committee established as per the norms offered by affiliating university. The university has made references to the Public universities act of 2016 & state government of Maharashtra gazette dated on 25th February 2019. The college adhered to the directives of the said notification and the circulars received from the affiliating university.

• **Students Grievance Redressal Outline at College:-**

Sr. no	Nature of Grievance	Category of Grievance	Whom to Contact
A.	Academic	Admission	Head, Admission Committee
		Teaching Learning	Teacher in Charge of Respective Department
		Internal Assessment	Head, Examination Committee
B.	Non Academic	Discipline	Head, Discipline Committee
		Infrastructure	Head, Maintenance Committee
		Ragging	Head, Anti Ragging Committee
		Hostel	Warden of Hostel
		Sexual Harassment	Head, Sexual Harassment Committee
C.	General	For Any other Grievance Except above mentioned Matter	Head, Students Grievance Redressal Committee

- **Formation of Students Grievance and Redressal Committee:-**

College constitutes the Committee headed by Principal of the college along with a senior faculty members as a coordinator who has good skills of handling the complaints of the students. There would be few more teachers as members of the committee. Beside it there are two students' representatives for UG & PG respectively.

Sr. No	Name of Member	Designation	Contact details
1)	Dr. Vasant K Bhosle	Chairman	9423143837
2)	Ms.Nirmala Jadhav	Member	7972616016
3)	Dr.Pallavi Kulkarni	Member	9021111411
4)	Dr.SangitaLomte	Member	9405343706
5)	Dr.Naseem Begum	Member	9960461481
6)	Dr.AbhijitSarnaik	Member	9527777374
7)	Mr.VikasChintalwar	Member	9423958343
8)	Mr.ParmeshwarYadav	Member	9422110981
9)	Ms. Rutuja Joshi	Student	9322971676
10)	Ms. GeetaKatte	Student	8767262081

- **Objectives of the Students Grievance Redressal Committee:-**

1. To support those students who have been deprived of the services offered by the college for which she is entitled.
2. To make officials of the college responsive accountable and courteous in dealing with the students
3. To ensure effective solution to the students grievance with an impartial and fair approach within stipulated time

- **Functioning of the Students Grievance Redressal Committee:-**

1. Resolve complaints of students of both academic and administrative issues
2. Ensure coordination between students and departments to resolve complaints
3. Help the students to understand ways and means to solve their Problems

Grievance Redressal Mechanism for Students

Student can access the Suggestion / Complaint box placed at different places of Campus to reach out to the authorities for their Suggestions / Complaints



Suggestion / Complaint box will be opened on 02nd & 04th Friday of each month. Upon receiving any complaint the committee will fix a date for a meeting to take up as item on its meeting agenda



Committee members discuss the grievance(s) with each other and arrive at the best solution to recommend necessary action.



The committee will then forward the grievance along with the proposed solution to the chairman/department/stakeholders and monitor the matter to ensure timely resolution.



At the end of the procedure, the committee will notify the complainant of its final decision regarding the grievances



Feedback form the students



Henceforth the grievance are considered as disposed and closed

SOP of Student Grievance Redressal Committee

Aggravated students can lodge a complaint to the Students Grievance Redressal Committee.

If the complainant would not like to reveal her name for any grievance they can drop box placed at different places in the campus. Student also can register complaint to the concerned department.

Once a complaint is received, the Committee Coordinator may choose one of two options to proceed with resolving the matter while maintaining a copy of the Student Grievance Redressal Committee Chairman in all related information.

Option one which can be exercised on matters that could be more routine operation

- i. Coordinator of the committee may address the issue directly with the help of the concerned department.
- ii. In this case, it is important that the complainant is informed in good time of the measures being taken or the work being carried out.
- iii. Once the issue is resolved, the coordinator will send a final update to the complainant.

Option two which can be exercised on matters of very serious concern, in consultation with the chairperson

- i. Coordinator may also call for a meeting of the Student Grievance Redressal Committee with the permission of Principal.
- ii. The commission, if necessary, may also request testimony from the complainant and the person from the department complained against.
- iii. The final decision of the Student Grievance Redressal Committee must be communicated to the complainant as soon as possible.
- iv. Coordinator will communicate the decision to the concerned department and a copy of the case and decision will be sent to the chairman.





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Complaint Form

Date:

Your Name: _____

Phone Number: _____

Status: Student () / Teacher () / Non-Teaching Faculty () (Select $\sqrt{\quad}$)

Department: _____

Address: _____

Complaint Information:

Date of Incident: _____ Time of Incident: _____

Location of Incident: _____

Please describe the incident in detail: _____

Do You Have Any Suggestion for resolving the Complaint? If Yes, Please Explain.

Signature