Indapur Taluka Gramvikas Pratishthan's
VISHWASRAO RANSING COLLEGE
(Arts, Commerce and Science)
Kalamb – Walchandnagar, Tal. Indapur, Dist. Pune 413114
(Affiliated to Savitribai Phule Pune University)
NAAC Re-accredited 'B' Grade

STUDENTS' GRIEVANCE AND REDRESSAL POLICY

Introduction

The Student's Grievance Cell desires to promote and maintain a conducive and unprejudiced educational environment. Vishwasrao Ransing College Kalamb has student grievances and redressal policy at place. The student grievances and redressal cell looks after the work of offering relief to the students having grievances. The cell was constituted as per the as per the suggestions offered by the affiliating university. The university has made references to the State Government of Maharashtra Gazette dated 25th Feb, 2019. The college adhered to the directives of the said notification and the circular received from the affiliating university

Student Grievance Redressal Matrix at Vishwasrao Ransing College Kalamb

Nature of Grievance	Category of Grievance	Whom to contact
A. Academic	Admissions	Convenor Admission Committee
	Teaching-Learning	Teacher-In-Charges of respective Departments
	Internal Assessment	Convenor Internal examination grievance Committee
B. Non-Discipline in the College	Discipline In The College	Convenor Discipline Committee
	Infrastructure	Administrative Office In charge.

		Infrastructure and Learning Resources Chairman.
	Ragging	Convenor of Anti-Ragging Committee
	Residential	Wardens of respective hostels
	Sexual Harassment	Convenor Sexual harassment committee and Internal Complaints Committee
C. General	For grievances in any other matter other than the above	Convenor students Grievance

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		Redressal Committee

Formation of the Grievances and Redressal Cell:

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

The objectives of Students Grievance Cell include the following:

i)To support, those students who have been deprived of the services offered by the College, for which he/she is entitled.

ii)To make officials of the College responsive, accountable and courteous in dealing with the students.

iii)To ensure effective solution to the student's grievances with an impartial and fair approach.

The Function of Students Grievance Cell

1 Redressal of Students' 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.

Grievance Redressal Mechanism for student's

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- Students can access the Suggestion/ Complaint-hex, placed in the drop box placed at different places in the campus to reach out to the authorities for grievance-redressal
- While the complaint box is accessed weekly, the website is looked up on a daily basis. Upon receiving the complaint(S), the Committee fixes a date for a meeting to take up as item(s) on its agenda.
- The members discuss the grievance(s) among themselves and arrive at the best solution(S) to be proposed as necessary action.
- The committee then forwards the grievance(S) along with the proposed solution(s) to the respective chairman / the departments/ the concerned parties, and follows upthe matter so as to ensure redressal within the stipulated time.
- Feedback from the student
- The complaint are there after considered as disposed of and closed
- Standard Operating Procedure of Student Grievances Redressal Mechanism

Aggrieved student can lodge the complaint to student Grievances and Redressal cell. Student can also register complaint on online student grievances registration portal available on college website.

If the complaint would not like to reveal his /her name for any grievance, they can drop box placed at different places in the

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campus. Student an also register complain to the concerned department.

Complaint Box

Suggestion Box

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

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

I. The coordinator 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 coordinator 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 coordinator 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/representatives 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 coordinator 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.

Principal
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