

**DOCUMENTS**

**Criteria 5.1 - Student Support**

**5.1.4 Proof of constitution of Grievances Committee formation, Committee report justifying the objective of the metric, Minutes of the meetings of student grievance committee, as per metric and Guidelines on Grievance Redressal**

**Content:**

- 1. Contents Proof of constitution of Internal committees / Grievances Committee formation / other committees as per UGC norms**
- 2. Proof for Implementation of guidelines of statutory Bodies.**
- 3. Reports of the internal Committees/Grievances Committee**
  - Grievance Committee Report 2021 – 2022**
  - Grievance Committee Report 2020 – 2021**
  - Grievance Committee Report 2019 – 2020**
  - Grievance Committee Report 2018 – 2019**
  - Grievance Committee Report 2017 – 2018**
- 4. Minutes of the meetings of student grievance committee Guidelines on Grievance Redressal (mechanism)**

## Criterion 5-Student Support

### 1. Proof of constitution of Internal committees / Grievances Committee formation / other committees as per UGC norms.



Shri Sharda Bhavan Education Society's  
**INDIRA GANDHI (Sr.) COLLEGE**  
CIDCO, NEW NANDED (Maharashtra) – 431603  
Reg.No.:- N.G.C.2000/NMV/ (1/2000) M.S. 3 Dt.28 June 2000  
(Affiliated to Swami Ramanand Teerth Marathwada University, Nanded)  
ISO 21001:2018 Certified  
Best College Award by S.R.T.M. University, Nanded

ASHOKRAO SHANKARRAO CHAVAN  
B.Sc., M.B.A.  
PRESIDENT

D. P. SAVANT  
B.Sc. (Hons)  
SECRETARY

DR.R. P. MALI  
M.Sc., Ph. D  
PRINCIPAL

Ref./IGC/2022-23/

Date:

#### OFFICE ORDER

#### GRIEVANCE AND REDRESSAL CELL


The following Faculty of this college are here by inform that the Grievance and Redressal Cell has been reconstituted for the smooth functioning of the respective activities run under IQAC of the college.

- Dr. D. B. Kadam -Coordinator
- Dr. A. T. Shinde - Member
- Ms. B. A. Rathod - Member
- Mr. J. B. Wadwale - Member

The committee is informed that the annual report of the overall activities undertaken by the committee is to be prepared at the end of every academic year and a copy of the report is to be submitted to the Internal Quality Assurance Cell (IQAC) office. For any sort of assistance for deciding the policies, the committee should feel free to approach the IQAC office.


Copy to:

1. Dr. D. B. Kadam
2. Dr. A. T. Shinde
3. Ms. B. A. Rathod
4. Mr. J. B. Wadwale

  
Principal  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)

  
Dr. Mirza S.B.  
Director  
Internal Quality Assurance Cell  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



  
Principal  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)

## 2. Proof for Implementation of guidelines of statutory Bodies.



Shri Sharda Bhavan Education Society's  
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Reg.No.:- N.G.C.2000/NMV/ (1/2000) M.S. 3 Dt.28 June 2000  
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### Policy Document of Grievance Redressal Cell

The college is having its own Grievance Redressal Cell report in an informal manner through direct supervision of the College Principal. But informal sense along with the provision of suggestion boxes the grievance redressal cell of the college was created every year. The function of the cell is to look into complaints launched by any student and staff the given complaint on the merit basis. The grievance cell is also empowered to look into matters of harassment anyone with the genuine grievance may approach the department members in person, or in consultation with the officer in-charge Students Grievance cell. In case the person is unwilling to appear in self, the cell grievances may be dropped in writing at the letter box/suggestion box at administrative block.

#### **Objective:**

The objective of the grievance cell is to develop a responsive and accountable attitude among the stakeholder in order to maintain harmonious educational atmosphere in the student teacher and institution also.

A grievance cell should be constituted for the Redressal of the problem reported by the Students and Staff of the college with the following objectives:

Upholding the dignity of the college by insuring strife free atmosphere in the college through promoting cordial Student-Student relationship and Student-Teacher relationship etc.

Encouraging the students to express their grievance/problem freely and frankly, without any fear of being victimized.

Suggestion or Complaint Box is installed in front of the administrative block in which the Student and Teachers who want to remain anonymous put in writing their grievance and their suggestion for improving the Academic and Administration in the college.

## Criterion 5-Student Support

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Advising students of the college to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion to rift arises.

Advising all the students to refrain from inciting students against other students, teachers and college administration.

Advising all staff to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.

Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

### **Mechanism for Redressal of Grievance of Students and Staff:**

The students are the main stakeholders in any institution imparting education, and it's our Endeavour to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit in consideration, the institute has decided to provide the mechanism to students for redressal of their grievance as under:

The grievance may broadly include the following complaints of the aggrieved students

- Academic
- Non academic
- Grievance related to assessment
- Grievance related to victimization
- Grievance related to attendance
- Grievance related to charging offees
- Grievance related to conducting of examination
- Harassment by colleague students or the teachers etc.

It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for all round development of an individual personality to realize the primary needs of the students and staff and secure civil liberty for everybody; a grievance redressal cell has been constituted. The cell is indented to find solution for problem like physical and mental harassment, complaint regarding classroom teaching, classroom management, completion of syllabus, teaching methods etc, if and when they arises.

The grievance redressal cell convenes meeting periodically and take steps to redress the grievance.



## Criterion 5-Student Support

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There will be Grievance Redressal Committees at the college level to deal with grievance of the students and staff.

Institute Level Grievance Redressal Committee will be as under:

- Dr. R P Mali -Chairman
- Dr. D. B. Kadam -Coordinator
- Dr. A. T. Shinde - Member
- Ms. B. A. Rathod - Member
- Mr. J. B. Wadwale - Member

This committee will deal with all the grievances directly which is related to the common problems at Institute level both Academic and Administrative.

### **Procedure for Redressal of Grievance:**

An aggrieved student who has the Grievance or Grievances at the Department level shall make an application first to the HOD. The head of the department after verifying the fact will try to redress the grievance within a reasonable time, if the student is not satisfied with the verdict or solution of the HOD then the same should be placed before the Grievance Redressal Committee.

If the student is not satisfied with the decision of Department level, he/she can submit an appeal to the Institute level grievance committee within a week from the date of the receipt of the reply from the Department level committee.

The Coordinator of Institute grievance committee, after verifying the facts and the paper concerned and having discussion with within the HOD of the department will place the matter before the institute level committee which shall either endorse the decision of the departmental HOD or shall pass appropriate order in the best possible manner within a reasonable time.

If the student is not satisfied with the redressal offered by the institute level committee and feel that hi/ her Grievance is not redressed, he/she can submit an appeal to the university within a week from the date of receipt of decision with the relevant details.

While dealing with the complaint the committee at all level will observe law of natural justice and hear the complaint and concerned people.

While passing an order on any grievance at any level the relevant provisions of the act/ regulations should be kept in mind and no such order should be passed in contradiction of the same.

## Criterion 5-Student Support

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The student will submit the application of Grievance or appeal to the Institute level committee or University level grievance redressal committee, as the case may be through the Head of Department or Head of Institution concerned.

### **Scope:**

The cell will deal with grievance received in writing from the faculty and students about any of the following matters:

The Grievance Cell is responsible for placing a mechanism for the redressal of faculty grievances in regard to any workplace quiresor administrative functions. The mechanism in place by the cell is responsible for all complaints and difficulties submitted by the faculty community. In all cases are pending and resolved issues, the matter will be further looked into by a committee consisting of the Principal and the Coordinator. Faculty and staff are free to hand over grievances to any member of the committee and can register their complaint on the online grievance redressal to college email—igcollegenanded@gmail.com.

### **Student related Grievances:**

Academic Matters: related to timely issue of duplicate Mark-sheets, Transfer Certificate or other examination related matters.

Financial Matters: related to dues and payments for various items from library.

Other Matters: related to certain misgiving about conditions of sanitation, victimization by teachers etc.

### **Functions:**

The case will be attended promptly on receipt of written grievance from the students.

The cell formally will review all cases and will act accordingly as per the management policy.

The cell will give report to the authority about the cases attended and the number of pending cases, if any, which require direction and guidance from the higher authorities

### **Procedure for lodging complaints:**

The students may feel free to put up a grievance in writing or in the format available in administrative department and drop it in boxes.

The grievance cell will act upon those cases which have been forwarded along with the necessary documents.

## Criterion 5-Student Support

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The Grievance cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

### **Responsibility for Redressal:**

The final responsibility for grievance redressal rest with the Principal of the college.

The college expects that grievance redressal be time bound and result oriented. Every grievance is expected to be resolved within reasonable period.

The grievance redressal cell of the college shall monitor status and progress of grievance redressal and shall furnish report on grievance redressal position to the Principal.

### **Powers:**

In case of any grievance the member of the cell are empowered to sort out the problems at their level through discussion with students.

In case the members fails to find out any solution then the matter is refer to the principal for final commitment on the matter.

Considering the nature and depth of the grievances due enquiry is made by the member of the cell and through personal discussion the matter is solved. If anybody is found to be guilty for any kind of nuisance, he/she is given punishment with due consideration with the Principal. The nature of punishment, information to the police (if the situation arises for so) and expelling from the college as per the rule of institute.

### **Exclusions:**

- The grievance redressal shall not entertain the following issues:
- Decision of the Executive Councils, Academic Councils, Board of Studies and other Administrative and Academic Committees constituted by the University.
- Decision with regard to award of scholarship, free ships, medals etc.
- Decision made by the University with regard to disciplinary matters and misconduct.
- Decision of the university about admission in any courses offered by the institute.
- Decision by component authority on assessment and examinations result.

### **Composition:**

The Grievance Redressal Cell of the institute having provision of teaching staff has its member and Principal as the chairman. the cell is having provision of being reconstituted every year if



## Criterion 5-Student Support

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situation arises for so by Principal himself along with suggestions sought from the incharge administrative body. The care is taken to select staff member from each stream.

The following staff members are in the charge of cell

CollegeLevel Grievance Redressal committee:

- Dr. R P Mali -Chairman
- Dr. D. B. Kadam -Coordinator
- Dr. A. T. Shinde - Member
- Ms. B. A. Rathod - Member
- Mr. J. B. Wadwale - Member

  
Dr. Mirza S.B.  
Director  
Internal Quality Assurance Cell  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



  
Principal  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)

**3. Reports of the internal Committees/Grievances Committee**

**Shri Sharda Bhavan Education Society's  
Indira Gandhi (Sr.) College, CIDCO, Nanded**



**Report of  
Grievance and Redressal Cell  
Submitted to  
IQAC, Indira Gandhi (Sr.) College, CIDCO, Nanded**

**Academic Year: 2021-2022**

**Submitted by  
Dr. S.W. Jagtap  
Committee Coordinator**

## Criterion 5-Student Support

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### **Report of the Grievance and Redressal Cell for the academic year 2021 2022**

The grievance and redressal cell is constituted in this college to prevent ragging and in order to keep the healthy working atmosphere among staff, students and parents. It provides a mechanism to students of the college to raise their grievances and to provide redressal for the same so that they have smooth tenure at the college from the day of admission to their graduation.

This cell helps students to record their complaints and solve their problems related academic, resource and personal grievances. Women harassment complaints will be handled as per government guidelines by respective section.

Ragging complaints will be handled as per ragging rule available on institution website, Women harassment complaint will be handled as per government guidelines by respective section.

The student approaches the cell for their Grievance regarding academic matter, financial matters, health services, library and other Central services. The cell sorts out problems promptly and judiciously. The cell also redresses the grievance of the students as and when required. As a result of this mechanism has pleasant ambient atmosphere and good work culture with inbuilt goodwill and mutual understanding among the students in their position.

The composition of grievance redressal cell is as under:

The grievance and redressal cell is formed and the members of the cell are as follows:

- Dr. R P Mali - Chairman
- Dr. S. W. Jagtap - Coordinator
- Dr. D. B. Kadam - Member
- Dr. A. T. Shinde - Member
- Ms. B. A. Rathod - Member
- Mr. J. B. Wadwale - Member

#### **Facility:**

The complaint box has been installed in the college building in which the students who want to remain anonymous put in writing their grievance and their suggestions for improving the

## Criterion 5-Student Support

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academic and administration in the college. The students can also lodge complaint by approaching personally to any member of the cell.

### **Responsibilities of the Cell:**

- Upholding the dignity of the college by maintain free atmosphere in the college through promoting cordial students-student relationship and student teacher relationship.
- Encouraging the students to express their grievances problem freely and frankly without any fear of being victimized.
- Advising all students to refrain from insisting students against other students, teachers and college administration.
- Advising all staffs to be affectionate to the students and not behave in vindictive manner towards any of them for any reason.
- Ragging in any form is quickly prohibited in and outside the institution the violation of ragging and disciplinary rules should be urgently brought to the notice of the principal.
- The grievance also includes harassment and victimization of students including sexual harassment.

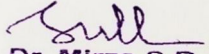
### **The following issues are monitor by the cell during the academic year 2021 2022**

- No complaint was obtained as all admission process is in accordance of admission policies of the college and based on merit of student.
- No is irregularity in the admission process adopted by the institute.
- The college prospectus is published before the starting of admission process.
- The prospectus includes the correct information which is not falls are misleading and based on facts.
- There was no complaint of student regarding the demand of money in access of that specified in the declared admission policy are approved by the component authority to be charged by the college.
- All policies regarding for reservation in admissions are followed.
- There was no complaint found regarding alleged discrimination of students from the Schedule Caste, Schedule Tribes, Other Backward Class, Women, Minority and Disabled categories.


## Criterion 5-Student Support

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- No complaint where observed nonpaymentis delay in payment of scholarship to any students that the college is committed.
- College provided quality education as promised at the time of admission are required to be provided.
- In college there are no there are transparent and unfair evaluation practice and therefore no complaint is observed in this concern.
- There was no complaint regarding harassment and victimization of students including sexual harassment,ragging etc.
- The grievance and redressal Cell has not received any complaint regarding various issues which are concerned with student, parents and teachers and any other staff member of the college.
- The minor complaint regarding the various issues are orally solved by principal at college level, concern HOD at department level and member of grievance redressal committee also.

  
**Dr. Mirza S.B.**  
Director  
Internal Quality Assurance Cell  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



  
**Principal**  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



**Shri Sharda Bhavan Education Society's  
Indira Gandhi (Sr.) College, CIDCO, Nanded**



**Report of  
Grievance and Redressal Cell  
Submitted to  
IQAC, Indira Gandhi (Sr.) College, CIDCO, Nanded  
Academic Year: 2020-2021**

**Submitted by  
Dr. S.W. Jagtap  
Committee Coordinator**

## Criterion 5-Student Support

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### Report of the Grievance and Redressal Cell for the academic year 2020-2021

The grievance and redressal cell is constituted in this college to prevent ragging and in order to keep the healthy working atmosphere among staff, students and parents. It provides a mechanism to students of the college to raise their grievances and to provide redressal for the same so that they have smooth tenure at the college from the day of admission to their graduation.

This cell helps students to record their complaints and solve their problems related academic, resource and personal grievances. Women harassment complaints will be handled as per government guidelines by respective section.

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The composition of grievance redressal cell is as under:

The grievance and redressal cell is formed and the members of the cell are as follows:

- Dr. R P Mali                      -Chairman
- Dr. S. W. Jagtap                -Coordinator
- Dr. D. B. Kadam                - Member
- Dr. A. T. Shinde                - Member
- Ms. B. A. Rathod                - Member
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#### **Facility:**

The complaint box has been installed in the college building in which the students who want to remain anonymous put in writing their grievance and their suggestions for improving the

## Criterion 5-Student Support

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### **Responsibilities of the Cell:**

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- Encouraging the students to express their grievances problem freely and frankly without any fear of being victimized.
- Advising all students to refrain from insisting students against other students, teachers and college administration.
- Advising all staffs to be affectionate to the students and not behave in vindictive manner towards any of them for any reason.
- Ragging in any form is quickly prohibited in and outside the institution the violation of ragging and disciplinary rules should be urgently brought to the notice of the principal.
- The grievance also includes harassment and victimization of students including sexual harassment.

### **The following issues are monitor by the cell during the academic year 2020-2021**

- a) No complaint was obtained as all admission process is in accordance of admission policies of the college and based on merit of student.
- b) No is irregularity in the admission process adopted by the institute.
- c) The college prospectus is published before the starting of admission process.
- d) The prospectus includes the correct information which is not falls are misleading and based on facts.
- e) There was no complaint of student regarding the demand of money in access of that specified in the declared admission policy are approved by the component authority to be charged by the college.
- f) All policies regarding for reservation in admissions are followed.
- g) There was no complaint found regarding alleged discrimination of students from the Schedule Caste, Schedule Tribes, Other Backward Class, Women, Minority and Disabled categories.

## Criterion 5-Student Support

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- h) No complaint where observed nonpaymentis delay in payment of scholarship to any students that the college is committed.
- i) College provided quality education as promised at the time of admission are required to be provided.
- j) In college there are no there are transparent and unfair evaluation practice and therefore no complaint is observed in this concern.
- k) There was no complaint regarding harassment and victimization of students including sexual harassment,ragging etc.

The grievance and redressal Cell has not received any complaint regarding various issues which are concerned with student, parents and teachers and any other staff member of the college.

The minor complaint regarding the various issues are orally solved by principal at college level, concern HOD at department level and member of grievance redressal committee also.

  
**Dr. Mirza S.B.**  
Director  
Internal Quality Assurance Cell  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



  
**Principal**  
Indira Gandhi (Sr.) College,  
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**Shri Sharda Bhavan Education Society's  
Indira Gandhi (Sr.) College, CIDCO, Nanded**



**Report of  
Grievance and Redressal Cell  
Submitted to  
IQAC, Indira Gandhi (Sr.) College, CIDCO, Nanded  
Academic Year: 2019-2020**

**Submitted by  
Dr. S.W. Jagtap  
Committee Coordinator**



## Criterion 5-Student Support

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### Report of the Grievance and Redressal Cell for the academic year 2019-2020

The grievance and redressal cell is constituted in this college to prevent ragging and in order to keep the healthy working atmosphere among staff, students and parents. It provides a mechanism to students of the college to raise their grievances and to provide redressal for the same so that they have smooth tenure at the college from the day of admission to their graduation.

This cell helps students to record their complaints and solve their problems related academic, resource and personal grievances. Women harassment complaints will be handled as per government guidelines by respective section.

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#### **Facility:**

The complaint box has been installed in the college building in which the students who want to remain anonymous put in writing their grievance and their suggestions for improving the

## Criterion 5-Student Support

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academic and administration in the college. The students can also lodge complaint by approaching personally to any member of the cell.

### **Responsibilities of the Cell:**

- Upholding the dignity of the college by maintain free atmosphere in the college through promoting cordial students-student relationship and student teacher relationship.
- Encouraging the students to express their grievances problem freely and frankly without any fear of being victimized.
- Advising all students to refrain from insisting students against other students, teachers and college administration.
- Advising all staffs to be affectionate to the students and not behave in vindictive manner towards any of them for any reason.
- Ragging in any form is quickly prohibited in and outside the institution the violation of ragging and disciplinary rules should be urgently brought to the notice of the principal.
- The grievance also includes harassment and victimization of students including sexual harassment.

### **The following issues are monitor by the cell during the academic year 2019-2020**

- a) No complaint was obtained as all admission process is in accordance of admission policies of the college and based on merit of student.
- b) No is irregularity in the admission process adopted by the institute.
- c) The college prospectus is published before the starting of admission process.
- d) The prospectus includes the correct information which is not falls are misleading and based on facts.
- e) There was no complaint of student regarding the demand of money in access of that specified in the declared admission policy are approved by the component authority to be charged by the college.
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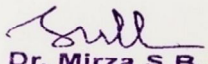
## Criterion 5-Student Support

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The grievance and redressal Cell has not received any complaint regarding various issues which are concerned with student, parents and teachers and any other staff member of the college.

The minor complaint regarding the various issues are orally solved by principal at college level, concern HOD at department level and member of grievance redressal committee.

Sr. No.	Name of the Student/Staff	Department	Grievances	Action Taken	Remark
01	Nil	Nil	Nil	Nil	Nil
02	Nil	Nil	Nil	Nil	Nil

  
**Dr. Mirza S.B.**  
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CIDCO, New Nanded. (M.S.)



  
**Principal**  
Indira Gandhi (Sr.) College,  
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**Shri Sharda Bhavan Education Society's  
Indira Gandhi (Sr.) College, CIDCO, Nanded**



**Report of  
Grievance and Redressal Cell  
Submitted to  
IQAC, Indira Gandhi (Sr.) College, CIDCO, Nanded  
Academic Year: 2018-2019**

**Submitted by  
Dr. S.W. Jagtap  
Committee Coordinator**

## Criterion 5-Student Support

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### Report of the Grievance and Redressal Cell for the academic year 2018-2019

The grievance and redressal cell is constituted in this college to prevent ragging and in order to keep the healthy working atmosphere among staff, students and parents. It provides a mechanism to students of the college to raise their grievances and to provide redressal for the same so that they have smooth tenure at the college from the day of admission to their graduation.

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- The grievance also includes harassment and victimization of students including sexual harassment.

### **The following issues are monitor by the cell during the academic year 2018- 2019**

- a) No complaint was obtained as all admission process is in accordance of admission policies of the college and based on merit of student.
- b) No is irregularity in the admission process adopted by the institute.
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- e) There was no complaint of student regarding the demand of money in access of that specified in the declared admission policy are approved by the component authority to be charged by the college.
- f) All policies regarding for reservation in admissions are followed.
- g) There was no complaint found regarding alleged discrimination of students from the Schedule Caste, Schedule Tribes, Other Backward Class, Women, Minority and Disabled categories.

## Criterion 5-Student Support

- h) No complaint where observed nonpaymentis delay in payment of scholarship to any students that the college is committed.
- i) College provided quality education as promised at the time of admission are required to be provided.
- j) In college there are no there are transparent and unfair evaluation practice and therefore no complaint is observed in this concern.
- k) There was no complaint regarding harassment and victimization of students including sexual harassment,ragging etc.


The grievance and redressal Cell has not received any complaint regarding various issues which are concerned with student, parents and teachers and any other staff member of the college.

The minor complaint regarding the various issues are orally solved by principal at college level, concern HOD at department level and member of grievance redressal committee.

Sr. No.	Name of the Student/Staff	Department	Grievances	Action Taken	Remark
01	Nil	Nil	Nil	Nil	Nil
02	Nil	Nil	Nil	Nil	Nil

  
**Dr. Mirza S.B.**  
Director  
Internal Quality Assurance Cell  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



  
**Principal**  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)

**Shri Sharda Bhavan Education Society's  
Indira Gandhi (Sr.) College, CIDCO, Nanded**



**Report of  
Grievance and Redressal Cell  
Submitted to  
IQAC, Indira Gandhi (Sr.) College, CIDCO, Nanded  
Academic Year: 2017-2018**

**Submitted by  
Dr. S.W. Jagtap  
Committee Coordinator**

## Criterion 5-Student Support

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### **Report of the Grievance and Redressal Cell for the academic year 2017- 2018**

The grievance and redressal cell is constituted in this college to prevent ragging and in order to keep the healthy working atmosphere among staff, students and parents. It provides a mechanism to students of the college to raise their grievances and to provide redressal for the same so that they have smooth tenure at the college from the day of admission to their graduation.

This cell helps students to record their complaints and solve their problems related academic, resource and personal grievances. Women harassment complaints will be handled as per government guidelines by respective section.

Ragging complaints will be handled as per ragging rule available on institution website, Women harassment complaint will be handled as per government guidelines by respective section.

The student approaches the cell for their Grievance regarding academic matter, financial matters, health services, library and other Central services. The cell sort out problems promptly and judiciously. The cell also Redress the grievance of the students as and when required. As a result of this mechanism has pleasant ambient atmosphere and good work culture with inbuilt goodwill and mutual understanding among the students the come position

The composition of grievance redressal cell is as under:

The grievance and redressal cell is formed and the member of the cell are as follows:

- Dr. R P Mali                      -Chairman
- Dr. S. W. Jagtap                -Coordinator
- Dr. D. B. Kadam                - Member
- Dr. A. T. Shinde                - Member
- Ms. B. A. Rathod               - Member
- Mr. J. B. Wadwale              - Member

#### **Facility:**

The complaint box has been installed in the college building in which the students who want to remain anonymous put in writing their grievance and their suggestions for improving the

## Criterion 5-Student Support

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academic and administration in the college. The students can also lodge complaint by approaching personally to any member of the cell.

### **Responsibilities of the Cell:**

- Upholding the dignity of the college by maintain free atmosphere in the college through promoting cordial students-student relationship and student teacher relationship.
- Encouraging the students to express their grievances problem freely and frankly without any fear of being victimized.
- Advising all students to refrain from insisting students against other students, teachers and college administration.
- Advising all staffs to be affectionate to the students and not behave in vindictive manner towards any of them for any reason.
- Ragging in any form is quickly prohibited in and outside the institution the violation of ragging and disciplinary rules should be urgently brought to the notice of the principal.
- The grievance also includes harassment and victimization of students including sexual harassment.

### **The following issues are monitor by the cell during the academic year 2017-2018**

- a) No complaint was obtained as all admission process is in accordance of admission policies of the college and based on merit of student.
- b) No is irregularity in the admission process adopted by the institute.
- c) The college prospectus is published before the starting of admission process.
- d) The prospectus includes the correct information which is not falls are misleading and based on facts.
- e) There was no complaint of student regarding the demand of money in access of that specified in the declared admission policy are approved by the component authority to be charged by the college.
- f) All policies regarding for reservation in admissions are followed.
- g) There was no complaint found regarding alleged discrimination of students from the Schedule Caste, Schedule Tribes, Other Backward Class, Women, Minority and Disabled categories.



## Criterion 5-Student Support

- h) No complaint where observed nonpaymentis delay in payment of scholarship to any students that the college is committed.
- i) College provided quality education as promised at the time of admission are required to be provided.
- j) In college there are no there are transparent and unfair evaluation practice and therefore no complaint is observed in this concern.
- k) There was no complaint regarding harassment and victimization of students including sexual harassment,ragging etc.


The grievance and redressal Cell has not received any complaint regarding various issues which are concerned with student, parents and teachers and any other staff member of the college.

The minor complaint regarding the various issues are orally solved by principal at college level, concern HOD at department level and member of grievance redressal committee.

Sr. No.	Name of the Student/Staff	Department	Grievances	Action Taken	Remark
01	Nil	Nil	Nil	Nil	Nil
02	Nil	Nil	Nil	Nil	Nil

  
**Dr. Mirza S.B.**  
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Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



  
**Principal**  
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CIDCO, New Nanded. (M.S.)

## Criterion 5-Student Support

### 4. Minutes of the meetings of student grievance committee Guidelines on Grievance Redressal (mechanism)

#### Grievance and Redressal Cell 2021-2022

##### Meeting-1

20-10-2021

Grievance and Redressal Committee for the academic year 2021-2022 has formed under the Coordinator ship of Dr. S.W. Jagtap, Head, Department of Marathi. The constitution of the committee is as follows.

- Dr. R P Mali Chairman
- Dr. S.W. Jagtap -Coordinator
- Dr. D.B. Kadam - Member
- Dr. A.T. Shinde - Member
- Ms. B.A. Rathod - Member
- Mr. J.B. Wadwale - Member

##### Agenda

1. Discussion on details of point discussed in previous meeting.
2. The discussion of grievance obtained from students, faculty and non teaching staff.
3. The discussion on teaching learning and evaluation problems.
4. To provide and maintain the necessary infrastructure facility in college campus.
5. Any other matter with the permission of the chairperson.

##### Minutes of Meeting

As per the idea of chairman, it was decided unanimously the planning and implementation of Grievance and Redressal Committee. The details of minutes are as follow.


The Grievance and Redressal Committee meeting was arranged on 20/ 10/2021 at 12.00 pm in Principal office. The details of minutes are as follow:

- 1) Dr. S.W. Jagtap, Coordinator read the details of point discussed in previous meeting and all committee members agreed to the discussed point.
- 2) The coordinator has also discussed on the agenda second in presence of all members and there was no any grievance from the students, faculty and non teaching staff.
- 3) There was no any grievance obtained from students related to teaching learning and evaluation problems but Chairman has guided about to deliver lecture by online and offline mode regularly using different teaching tools like Whatsapp, Google classroom, Power point presentation. YouTube Channel etc.
- 4) Ms. B.A. Rathod raised the problem and maintenance of toilet for girls and ladies faculty and the chairman had directed to resolve it.
- 5) No matter was discussed apart from given agenda.

The meeting was ended with vote of thanks made by Dr. D B Kadam.

  
Dr. Mirza S.B.  
Director  
Internal Quality Assurance Cell  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



  
Principal  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)

## Criterion 5-Student Support

### Grievance and Redressal Cell 2021-2022

#### Meeting-2

02-05-2022

#### Agenda

1. Discussion on details of point discussed in previous meeting.
2. The discussion of grievance obtained from students, faculty and non teaching staff.
3. The discussion on teaching learning and evaluation problems.
4. Any other matter with the permission of the Coordinator.

#### Minutes of Meeting


The Grievance and Redressal Committee meeting was arranged on 02/ 05/2022 at 10.50 am in Seminar. The details of minutes are as follow:

- 1) Dr. S. W. Jagtap, Coordinator read the details of point discussed in previous meeting and all committee members agreed to the discussed point.
- 2) The coordinator has also discussed on the agenda second in presence of all members and there was no any grievance from the students, faculty and non teaching staff.
- 3) There was no any grievance obtained from students related to teaching learning and evaluation problems.
- 4) No matter was discussed apart from given agenda.

The meeting was ended with vote of thanks made by Dr. A. T. Shinde.

  
**Dr. Mirza S.B.**  
Director  
Internal Quality Assurance Cell  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



  
**Principal**  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)

### Grievance and Redressal Cell 2020-2021

#### Meeting-1

17-07-2020

Grievance and Redressal Committee for the academic year 2020-2021 has formed under the Coordinator ship of Dr. S.W. Jagtap, Head, Department of Marathi. The constitution of the committee is as follows.

- Dr. S.W. Jagtap -Coordinator
- Dr. D.B. Kadam - Member
- Dr. A.T. Shinde - Member
- Ms. B.A. Rathod - Member
- Mr. J.B. Wadwale - Member

#### Agenda

- 1) Discussion on details of point discussed in previous meeting.
- 2) The problem of students regarding online class in pandemic of covid-19.
- 3) The guidance of scope and limitation of syllabus to students.
- 4) Maintenance of ladies common room.
- 5) Any other matter with the permission of the Coordinator.

#### Minutes of Meeting

As per the idea of Coordinator, it was decided unanimously the planning and implementation of Grievance and Redressal Committee. The details of minutes are as follow.


The Grievance and Redressal Committee meeting was arranged on 17/ 07/2020 at 02.00 pm in Hall number 23. The details of minutes are as follow:

- 1) Dr. S.W. Jagtap, Coordinator read the details of point discussed in previous meeting and all committee member agreed to the discussed point.
- 2) Dr. D.B. Kadam, Head, Department of Chemistry pint out on the problems faced during online classes due to pandemic of Covid-19.The problem of students regarding online class should resolve on the priority basis.
- 3) Dr. A.T. Shinde elaborates that guidance of scope and limitation of syllabus to students by their concerned subject teacher to inculcate interest in their subject.
- 4) Ms. B.A. Rathod raises the problem and maintenance of ladies common room and discusses these problems with the honorable Principal to resolve it.
- 5) No matter was discussed apart from given agenda.

The meeting was ended with vote of thanks made by Mr. J.B. Wadwale.

  
Dr. Mirza S.B.  
Director  
Internal Quality Assurance Cell  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



  
Principal  
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CIDCO, New Nanded. (M.S.)

**Grievance and Redressal Cell 2020-2021**

**Meeting-2**

**03-03-2021**

**Agenda**

- 1) Discussion on details of point discussed in previous meeting.
- 2) Discussion on online and offline university examination.
- 3) The arrangement of guidance class for practical examination
- 4) Any other matter with the permission of the Coordinator.

**Minutes of Meeting**


The Grievance and Redressal Committee meeting was arranged on 03/ 03/2021 at 01.40 pm in Seminar. The details of minutes are as follow:

- 1) Dr. S.W. Jagtap, Coordinator read the details of minutes discussed in previous committee meeting and Dr. A.T. Shinde and Dr. D.B. Kadam (committee member) approved to the discussed point.
- 2) Dr. S.W. Jagtap argued that, committee will take timely feedback regarding online and offline examination problem of students by giving instruction to the college chief superintendent Dr. D.B. Kadam and IT coordinator Mr. Prakash Hambarde.
- 3) Dr. A.T. Shinde suggested that Ms. B. A. Rathod arrange the class for B.Sc. students to deliver proper guidance of practical examination. All committee members were argued for it.
- 4) Dr. A.T. Shinde suggested that teachers should create of what's app group for smooth conduction of practical examination.
- 5) No matter was discussed apart from given agenda.

The meeting was ended with vote of thanks made by Mr. J.B. Wadwale.

  
**Dr. Mirza S.B.**  
Director  
Internal Quality Assurance Cell  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



  
**Principal**  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



### Grievance and Redressal Cell 2019-2020

#### Meeting-1

14-08-2019

Grievance and Redressal Committee for the academic year 2019-2020 has formed under the Coordinator ship of Dr. S.W. Jagtap, Head, Department of Marathi. The constitution of the committee is as follows.

- Dr. S.W. Jagtap -Coordinator
- Dr. D.B. Kadam - Member
- Dr. A.T. Shinde - Member
- Ms. B.A. Rathod - Member
- Mr. J.B. Wadwale - Member

#### Agenda

1. Discussion on details of point discussed in previous meeting.
2. The discussion on grievance obtained from students, faculty and non-teaching staff if any.
3. Thediscussion on teaching learning and evaluation problems complained by students.
4. Regardingmaintenance of necessary infrastructure facility.
5. Any other matter with the permission of the chairperson.

#### Minutes of Meeting

As per the idea of chairman, it was decided unanimously the planning and implementation of Grievance and Redressal Committee. The details of minutes are as follow.


The Grievance and Redressal Committee meeting was arranged on 14/ 08/2019 at 10.50am in Principal office. The details of minutes are as follow:

- 1) Dr. S.W. Jagtap, Coordinator read the details of point discussed in previous meeting and all committee members agreed to the discussed point.
- 2) The coordinator has also discussed on the agenda second in presence of all members and there was no any grevience from the students, faculty and non teaching staff.
- 3) There was no any grievance obtained from students related to teaching learning and evaluation problems but Chairman has guided about to deliver lecture by online and offline mode regularly using different teaching tools like Whatsapp, Google classroom, Power point presentation. YouTube Channel etc.
- 4) Ms. B.A. Rathod raised the problem and maintenance of toilet for girls and ladies faculty and the chairman had directed to resolve it.
- 5) No matter was discussed apart from given agenda.

The meeting was ended with vote of thanks made by Dr. D B Kadam.

  
Dr. Mirza S.B.  
Director  
Internal Quality Assurance Cell  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



  
Principal  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)

**Grievance and Redressal Cell 2019-2020**

**Meeting-2**

**25-02-2020**

**Agenda**

1. Discussion on details of point discussed in previous meeting.
2. The discussion of grievance obtained from students, faculty and non-teaching staff if any.
3. The discussion on teaching learning and evaluation problems.
4. Any other matter with the permission of the Coordinator.

**Minutes of Meeting**


The Grievance and Redressal Committee meeting was arranged on 25/ 02/2020 at 10.50 am in Seminar. The details of minutes are as follow:

- 1) Dr. S. W. Jagtap, Coordinator read the details of point discussed in previous meeting and all committee members agreed to the discussed point.
- 2) The coordinator Dr. S.W. Jagtap has also discussed on the agenda second in presence of all members and there was no any grievance from the students, faculty and non teaching staff.
- 3) There was no any grievance obtained from students related to teaching learning and evaluation problems.
- 4) No matter was discussed apart from given agenda.

The meeting was ended with vote of thanks made by Dr. A. T. Shinde.

  
**Dr. Mirza S.B.**  
Director  
Internal Quality Assurance Cell  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



  
**Principal**  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



## Criterion 5-Student Support

### Grievance and Redressal Cell 2018-2019

#### Meeting-1

20-08-2018

Grievance and Redressal Committee for the academic year 2018-2019 has formed under the Coordinator ship of Dr. S.W. Jagtap, Head, Department of Marathi. The constitution of the committee is as follows.

- Dr. S.W. Jagtap -Coordinator
- Dr. D.B. Kadam - Member
- Dr. A.T. Shinde - Member
- Ms. B.A. Rathod - Member
- Mr. J.B. Wadwale - Member

#### Agenda

1. Discussion on details of point discussed in previous meeting.
2. The discussion on grievance obtained from students, faculty and non-teaching staff if any.
3. The discussion on teaching learning and evaluation problems complained by students.
4. Regarding maintenance of necessary infrastructure facility.
5. Any other matter with the permission of the chairperson.

#### Minutes of Meeting

As per the idea of chairman, it was decided unanimously the planning and implementation of Grievance and Redressal Committee. The details of minutes are as follow.


The Grievance and Redressal Committee meeting was arranged on 20/ 08/2018 (Monday) at 12.00 pm in Principal office. The details of minutes are as follow:

- 1) Dr. S.W. Jagtap, Coordinator read the details of point discussed in previous meeting and all committee members agreed to the discussed point.
- 2) The coordinator Dr. S.W. Jagtap has also discussed on the agenda second in presence of all members and there was no any grievance from the students, faculty and non teaching staff.
- 3) There was no any grievance obtained from students related to teaching learning and evaluation problems but Chairman has guided about to deliver lecture by online and offline mode regularly using different teaching tools like Whatsapp, Google classroom, Power point presentation. YouTube Channel etc.
- 4) Ms. B.A. Rathod raised the problem and maintenance of toilet for girls and ladies faculty and the chairman had directed to resolve it.
- 5) No matter was discussed apart from given agenda.

The meeting was ended with vote of thanks made by Dr. D.B. Kadam

  
Dr. Mirza S.B.  
Director  
Internal Quality Assurance Cell  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



  
Principal  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)

**Grievance and Redressal Cell 2018-2019**

**Meeting-2**

**24-02-2019**

**Agenda**

1. Discussion on details of point discussed in previous meeting.
2. The discussion of grievance obtained from students, faculty and non-teaching staff if any.
3. The discussion on teaching learning and evaluation problems.
4. Any other matter with the permission of the Coordinator.

**Minutes of Meeting**


The Grievance and Redressal Committee meeting was arranged on 24/ 02/2019(Saturday) at 12.00 pm in Seminar hall. The details of minutes are as follow:

- 1) Dr. S. W. Jagtap, Coordinator read the details of point discussed in previous meeting and all committee members agreed to the discussed point.
- 2) The coordinator Dr. S.W. Jagtap has also discussed on the agenda second in presence of all members and there was no any grievance from the students, faculty and non teaching staff.
- 3) There was no any grievance obtained from students related to teaching learning and evaluation problems.
- 4) No matter was discussed apart from given agenda.

The meeting was ended with vote of thanks made by Dr. A.T. Shinde

  
**Dr. Mirza S.B.**  
Director  
Internal Quality Assurance Cell  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



  
**Principal**  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)

## Criterion 5-Student Support

### Grievance and Redressal Cell 2017-2018

#### Meeting-1

14-08-2017

Grievance and Redressal Committee for the academic year 2017-2018 has formed under the Coordinator ship of Dr. S.W. Jagtap, Head, Department of Marathi. The constitution of the committee is as follows.

- Dr. S.W. Jagtap -Coordinator
- Dr. D.B. Kadam - Member
- Dr. A.T. Shinde - Member
- Ms. B.A. Rathod - Member
- Mr. J.B. Wadwale - Member

#### Agenda

1. Discussion on details of point discussed in previous meeting.
2. The discussion on grievance obtained from students, faculty and non-teaching staff if any.
3. The discussion on teaching learning and evaluation problems complained by students.
4. Regarding maintenance of necessary infrastructure facility.
5. Any other matter with the permission of the chairperson.

#### Minutes of Meeting

As per the idea of chairman, it was decided unanimously the planning and implementation of Grievance and Redressal Committee. The details of minutes are as follow.


The Grievance and Redressal Committee meeting was arranged on 14/ 08/2018 (Monday) at 10.50 am in Principal office. The details of minutes are as follow:

- 1) Dr. S.W. Jagtap, Coordinator read the details of point discussed in previous meeting and all committee members agreed to the discussed point.
- 2) The coordinator Dr. S.W. Jagtap has also discussed on the agenda second in presence of all members and there was no any grievance from the students, faculty and non teaching staff.
- 3) There was no any grievance obtained from students related to teaching learning and evaluation problems but Chairman has guided about to deliver lecture by online and offline mode regularly using different teaching tools like Whatsapp, Google classroom, Power point presentation. YouTube Channel etc.
- 4) Ms. B.A. Rathod raised the problem and maintenance of toilet for girls and ladies faculty and the chairman had directed to resolve it.
- 5) No matter was discussed apart from given agenda.

The meeting was ended with vote of thanks made by Ms. B.A. Rathod.

  
Dr. Mirza S.B.  
Director  
Internal Quality Assurance Cell  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



  
Principal  
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**Grievance and Redressal Cell 2017-2018**

**Meeting-2**

**19-02-2018**

**Agenda**

1. Discussion on details of point discussed in previous meeting.
2. The discussion of grievance obtained from students, faculty and non-teaching staff if any.
3. The discussion on teaching learning and evaluation problems.
4. Any other matter with the permission of the Coordinator.

**Minutes of Meeting**


The Grievance and Redressal Committee meeting was arranged on 20/ 02/2018(Monday) at 12.00 pm in Seminar hall. The details of minutes are as follow:

- 1) Dr. S. W. Jagtap, Coordinator read the details of point discussed in previous meeting and all committee members agreed to the discussed point.
- 2) The coordinator Dr. S.W. Jagtap has also discussed on the agenda second in presence of all members and there was no any grievance from the students, faculty and non teaching staff.
- 3) There was no any grievance obtained from students related to teaching learning and evaluation problems.
- 4) No matter was discussed apart from given agenda.

The meeting was ended with vote of thanks made by Dr. D.B. Kadam.

  
**Dr. Mirza S.B.**  
Director  
Internal Quality Assurance Cell  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)



  
**Principal**  
Indira Gandhi (Sr.) College,  
CIDCO, New Nanded. (M.S.)