



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

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.

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.

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 feels that his/ 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.

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.

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

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.)