

SNDT College of Education, Pune

Guidelines of Students' Grievance redressal cell (According to UGC Regulations, 2018)

The SNDT College of Education, Pune has College Student Grievance redressal Committee constituted under UGC Regulations, 2018. It is working to realize the primary needs of students and staff and secure civil liberties for everybody. The Student Grievance redressal Committee is intended to find solutions for problems like sexual harassment-any kind of physical or mental harassment and complaints regarding teaching and management.

The function of the cell is to look into the complaints lodged by any student of the college and judge its merit. The cell is also empowered to look into matters of harassment. Anyone with a 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, grievance may be dropped in writing at suggestion box. Grievance may also be sent through e-mails to the member/office in charge of students' Grievance Cell.

Establishment of CSGRC

1. CSGRC of the college is having three senior teaching staffs as its members, one teacher as special invitee, one representative from students as nominated by principal and the principal as the chairman.
2. Term of the members and special invitee will be two years.
3. The quorum for meeting including the chairperson, but excluding special invitee, shall be of three. Care is taken to select staff members from each stream.
4. In considering the grievance before it, the CSGRC shall follow principles of natural justice.
5. The CSGRC shall send its reports with recommendations, if any to the vice-chancellor of SNDT University, Mumbai and a copy to the aggrieved student within a period of 15 days from the receipt of complaint.

Composition:

A complaint from an aggrieved student relating to a college shall be addressed to CSGRC with the following composition:

Chairperson	Principal Dr. Nalini Patil
Member	Dr. Sangita Shirode
Member	Dr. Neha Deo
Member	Dr. Vijay Chavan
Special student invitee	Anuradha Kumari

Objectives:

CSGRC has been created in the college to resolve issues related to student's problems, develop a responsive and accountable attitude among the all stakeholders in order to maintain a harmonious educational atmosphere in College. Following are the important objectives of CSGRC. students access to immediate, hassle free

1. To develop an organizational framework to resolve grievances of students and other stakeholders
2. To provide the students access to immediate, hassle free recourse to their grievances redressed.
3. To enlighten the student to their duties and responsibilities to access benefits due under the policies.
4. To establish structured interactions with students to elicit information on their expectations.
5. To institute a monitoring mechanism to oversee the functioning of grievance redressal policy.
6. Encourage the students to express their grievances/problems freely and frankly, without any fear if being victimized.
7. Suggestions/complain box is installed in the college in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the academics/administration in the college.
8. Ragging in any form is strictly prohibited in and outside the college. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the principal.

Scope:

The CSGRC deals with Grievances received in writing from students about any of the following matters:

Academic matters: includes complaints related to mark sheet, transfer certificate, conduct certificate, and other examination related matters.

Financial matters: includes complaints related to dues and payments from college office, library, hostel etc.

Library matters: Issue and return of books, syllabus, photocopy, question papers

Accommodation matters: related to hostels

Other matters: related to sanitations, preparation of food, victimization by teachers or peers etc.

Functions:

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

2. The cell formally will review all cases and will prepare statistical reports about the number of cases received.
3. The cell will give to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher

Purpose:

The CSGRC of the college functions with the following purposes

- To ensure a democratic environment in the campus,
- To acquaint all teacher- trainees about their rights and duties,
- To solve the various personal and educational related grievances of the teacher trainee,
- To make the college student friendly, and
- To ensure the qualitative as well as quantitative development of college CSGRC.

Procedure for lodging complaint:

- The student may feel free to put up a grievance in writing and drop it in complaint box.
- 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.
- Grievance Application form (click to fill form and inform committee members)
<https://forms.gle/5jEZGe4WCwX1bhUm7>