



Shikshan Mandal, Karad's
Mahila Mahavidyalaya, Karad

Students Grievances Redressal Cell Policy

Preamble

Grievances Redressal Cell is a significant part of any administration that ensures transparency in the business of the college and prevents unfair practices. Hence it is the responsibility of the administration of Shikshan Mandal, Karad's Mahila Mahavidyalaya, Karad to provide a secure and healthy environment to the students, teachers and non-teaching staff. The policy for Grievance Redressal Cell has been framed in line with the provisions of the "University Grants Commission Grievance Redressal Regulations, 2012" of India and as per the UGC guidelines to redress the grievances of both the staff and students. The Cell assures to strengthen the bond between all stakeholders to maintain a convenient academic, teaching and learning ambience in the campus. Mahila Mahavidyalaya, Karad is committed to develop and maintain an effective, timely, fair and equitable grievance handling system for its students, which is easily accessible and is offered to complainants at no charge.

Scope:

The policy covers any kind of grievance that students of the college may face during their stint in the college. The grievances can be in the nature of – academic, examination, results, activities, amenities, services, infrastructure, library, conflicts with other students, harassment by fellow students or faculty, dues and payments, or any other offensive activity.

Aims and Objectives:

The Grievances Redressal Cell, Mahila Mahavidyalaya, Karad aims to look into the complaints (academic and non- academic matter within the campus) lodged by any student and redress it as per requirement within stipulated time.

The Cell should be constituted for the redressal of the problems reported by the students of the college with the following objectives:

- To ensure strife free atmosphere in the college through promoting a cordial student-student relationship and student –teacher relationship.
- To solve the grievances of the students within stipulated time.

- To encourage the students to express their grievances / problems freely and frankly without any fear of being victimized.
- To ensure effective solution to the students' grievances with an impartial and fair approach.
- To inspire students to respect the right and dignity of one another and show tolerance whenever any occasion of rift arises.
- To refrain students from inciting students against other students/teachers/college administration.
- To inform the students about the disciplinary measures through workshops.

Procedure for Lodging Complaint:

- The students can lodge their grievance in the format available on the website or by dropping the writing regarding any academic and non- academic matter (can be anonymous if required) in the grievance/ suggestion box.
- The grievances received by the Principal shall be forwarded to the Committee members who shall look in to the problem/s.

Functions of the Cell:

- The committee shall attend the cases promptly on receipt of grievances from the students.
- The Cell shall review the case/s and shall act according to the policy.
- After the consultation with the Principal the Cell shall solve the grievances by taking strict action as per UGC regulations against the accused within a week and submit its report to the Principal.

Composition of the Cell:

The cell shall be comprised of the Principal as a chairperson and two senior faculty members nominated by the Principal.

UGC Guidelines: https://www.ugc.gov.in/pdfnews/0588502_English.pdf



Shikshan Mandal, Karad
Mahila Mahavidyalaya, Karad

Grievances Form

Sr. No.	Details	Information	
1	Name		
2	Class		
3	Course		
4	Department		
5	Permanent Address		
6	Mobile No.		
7	E-mail		
8	Nature of Grievance (Tick (✓) the grievance)	1. Examination	
		2. Infrastructure	
		3. Library	
		4. Sports	
		5. Hygiene	
		6. Admission	
		7. Scholarship	
		8. Dues & Payments	
		9. Result	
		10. Teaching	
		11. Facilities	
		12. Any Other	

Description of the Grievance: -----

I hereby declare that the information provided above is correct. I shall be responsible for furnishing wrong information.

Day & Date -----

Place -----

Student's Signature