

**MAEER's**

**MIT** | Arts, Commerce  
& Science College

(Affiliated to Savitribai Phule Pune University)



**Policy & Procedure**

**Student Grievance Committee**

(To be implemented from (2015-16))

**MAEER's MIT Arts Commerce and Science College**  
**Alandi(D), Pune 412105**  
**Student Grievance Committee**  
**Policy and Procedure**

22<sup>th</sup> Dec 2015

Student Grievance Redressal Committee desires to promote and maintain conducive and unprejudiced educational environment.

▪ **The objectives of Students Grievance Committee include the following:-**

- To support, those students who have been deprived of the services offered by the college, for which he/she is entitled.
- To investigate the complaint as presented to the committee by the grievant
- To obtain all the facts in the dispute and to investigate whether the grievant has cause for the complaint.
- To ensure effective solution to the student's grievances with an impartial and fair approach depending upon the gravity of the offence.

The committee enables a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college. Student Grievance Committee enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Emphasis has been given on procedural fairness with a view - "the right to be heard and right to be treated without bias".

Grievances are forwarded to the chairman of the committee for immediate redressal. In all such cases, prompt action is taken and the matter is sorted out. In all cases the aggrieved student was informed of the measures taken and checks in the system were introduced to ensure there was no repetition of the same. The measures taken are informed to the aggrieved student and checks are introduced to ensure that there should not be repetition of the same.

▪ **Role of the committee:-**

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.

▪ **Students' Grievance Redressal Procedure:-**

- The grievance redressal procedure is to sort out the issues between student and college. It is a means by which a student who believe that, he / she has been treated fairly with respect to his / her academic / administrative affairs or is convinced to be discriminated is redressed. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".



- The students are supposed to convey their grievances in their own handwritten application to the HOD of the respective department /Class Teacher or else can be put into the suggestion box.
- The HOD/Class Teacher/ Coordinator in turn intimates the matter to the committee for necessary action.
- Final report based on grievance received and resolved will be submitted to the Principal and further course of action will be decided and the same shall be intimated to the students.
- It will be ensured that the matter won't be disclosed to anyone except the committee members who are involved in solving the grievance.

▪ Exclusions:-

- SGRC shall not entertain following issues.
  1. Decisions of the CDC and academic committee constituted by the college.
  2. Decisions with regard to award of scholarships / fee concessions / awards / medals.
  3. Decisions made by the college under the Discipline Rules and Misconduct.
  4. Decisions of the competent authority on assessment and examination result.

In all such cases prompt action were taken and the matter sorted out. In all cases the aggrieved was informed of the measures taken and checks in the system were introduced to ensure there was no repetition of the same.

▪ Committee Members:-

- Chairman
  - Dr. B. B. Waphare - Principal
- Co-ordinator
  - Mrs. Akshada Kulkarni – Head Computer Application
- Member
  - Mr. Sunil Mahajan – Head, Electronics
  - Mrs. Manasi Atitkar – Asst. Prof., Arts & Commerce
  - Mr. Sharad Kadam - Asst. Prof., Business Administration

Mrs. Akshada Kulkarni

Coordinator

Mr. B.B. Pawar

IQAC Coordinator

Dr. B. B. Waphare

Principal

