

RAJE RAMRAO MAHAVIDYALAYA, JATH

Dist. Sangli (Maharashtra) 416 404

UGC Recognition under 2F & 12 (B) UGC Act 1956

(Affiliated to Shivaji University, Kolhapur)

NAAC Reaccredited : "B" (Third Cycle)



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❖ Policy and Procedure

STUDENT GRIEVANCES AND REDRESSAL CELL

Student Grievances and Redressal Cell

Student Grievances and Redressal Cell has established in the institution as per UGC (Grievance Redressal) Regulations, 2012 in official Gazette of India on 2 March 2013 and section 57 of Maharashtra University Act 2016. The Cell aimed at addressing and effectively resolving grievances of students. The Students Grievance Box is kept in front of the college office. The cell has provided a forum for the students to ventilate their grievances related to educational and infrastructural matters.

The constitution of the Committee

1.	1. Dr. (Mrs.) N.V. More	Chairman
2.	2. Dr. A. K. Bhosale	Member
3.	3. Dr. B. M. Dahalake1.	Member
4.	4. Mr. M. H. Karenavar	Member
5	5 Adv. Rajkumar Mhamane	Member
6.	6. Dr. (Mrs.) N.V. More	Member

OBJECTIVES:

To redress the problems of students as well as staff in the college. To take care of better and friendly environment in the college. To redress the problems related to the campus facilities like drinking water, library, canteen, Ladies Room, internal assessments and evaluations etc.

MECHANISM: 1.

Students fill the Online/Offline Grievance forms and put the forms into the Complaint Box 2. The secretary of the committee unlocks the Complaint Box in front of the Committee Members 3. The Cell enquires and analyze the nature and pattern of the

grievances in a strictly confidential manner. 4. Committee Members discuss on the grievances (if received) and take further action for redressal

Policy on Grievance and Redressal:

In order to meet the increasing legitimate expectations of students and staff for better, faster and more effective service, the Raje Ramrao Mahavidyalaya, Jath shall constantly endeavour to improve its service rules, standards and capabilities. The Raje Ramrao Mahavidyalaya, Jath expects all its employees to maintain highest standards of integrity and transparency in their working conditions with students and staff.

A Grievance is a documented manifestation of dissatisfaction of a student/staff..Such dissatisfaction, if left unaddressed and unresolved, could endanger the lifeline of the Raje Ramrao Mahavidyalaya, Jath and erode image. It is therefore expected that all employees shall devote attention, time and effort at resolving the Grievances of the students and staff within the framework of the Raje Ramrao Mahavidyalaya, Jath guidelines and the terms of the policy.

□ **The objectives of the Grievance Redressal Policy:**

1. To develop an organizational framework to resolve Grievances of Students and staff
2. To provide the Students and staff access to immediate, hassle free recourse to have their Grievances redressed
3. To enlighten the Students and staff on their duties and responsibilities
4. To establish structured interactions with Students and staff to elicit information, academic and administrative process on their expectations
5. To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon, and
6. To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.

□ **STUDENT-STAFF FOCUS:**

- a) Grievance Redressal Mechanism should not only seek to redress Grievances but also to avoid them.
- b) Raje Ramrao College, Jath shall endeavour to improve service through constant interactions with the students and staff to elicit their views on academic and administrative standards, and to seek their suggestions for improvement.
- c) Timely meetings shall be held to offer opinions and suggestions on Student/staff academic and administrative standards and services.
- d) Raje Ramrao College, Jath shall take all efforts to abide by and enforce UGC regulations in all its operations.

- e) Raje Ramrao Mahavidyalaya, Jath shall also abide by the Code of conduct approved by the Raje Ramrao Mahavidyalaya, Jath.

RESPONSIBILITY FOR REDRESSAL:

The final responsibility for Grievance Redressal rests with Grievance Committee especially constituted under UGC regulations, for resolution of Grievances. Raje Ramrao Mahavidyalaya, Jath expects that Grievance Redressal be time bound and result oriented.

DOCUMENTING GRIEVANCES:

The Grievance Redressal committee starts with a proper decimation protocol. A Grievance is defined as any communication that expresses dissatisfaction about an action or lack of action or about the standard of service / deficiency of service of academic or administrative nature of the Raje Ramrao Mahavidyalaya, Jath. Thus any communication, as defined above - written, verbal or digital- shall be recorded in the Grievance system. Immediately on receipt of a Grievance, the concerned Office shall send a written communication to the complainant, stating the following:

- a) Acknowledging his communication
- b) The name, address, email id and Phone number of the authority to whom the Grievance has been forwarded (in case the Grievance relates to another office)
- c) The name, address, email id and Phone number of the authority to whom the Complainant could escalate the matter if his Grievance is not redressed within the specified timeframe or if he is not satisfied with the action taken.

➤ **STRUCTURE OF GRIEVANCE REDRESSAL MECHANISM:**

The Grievance Redressal committee for aggrieved students would be constituted and working exactly as per the UGC guidelines vide **UGC (Grievance Redressal) Regulations 2018.**

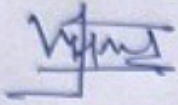
❖ *Grievances Committee Constitution:*

- i) Principal
- ii) One Head of the Department, nominated by Principal
- iii) One senior teacher, nominated by Principal
- iv) One Associate Professor / lecturer, nominated by the Principal
- v) One member of the administrative / technical staff, nominated by the Principal.
- vi) Student Representative , nominated by Principal
- vii) In case there is no representation to a particular gender, the Dean / Director of the college / institute shall nominate a teacher / student of that gender.

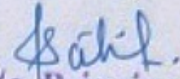
❖ Powers and Duties of the Committee:

1. The grievances committee shall deal with the grievances of teachers, other employees and the students.
2. The grievance committee shall hear and settle grievances, as far as may be practical, within six months after the grievance is lodged with the committee.
3. If the grievance is settled at the college level committee, the college shall take action as per the terms of settlement

4. If the college level committee is unable to settle a grievance, lodged by teachers/other employees / students, the committee shall direct the aggrieved person to lodge his/her grievance with the Shivaji University, Kolhapur.



Presiding Officer



**I/c. Principal
Raje Ramrao Mahavidyalaya
Jath. Dist-Sangli.**

