



## *Mechanisms for submission of online/offline students' grievances*

### **Grievance Redressal Mechanism**

#### **PREAMBLE**

MEs's, Arts, Commerce and Science College, Sonai is committed in providing a safe, fair and harmonious learning and work environment. Grievance Redressal Cell was set up at MEs's, ACSC, Sonai in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) in July 2014 and reconstituted on July 2019 to probe into stakeholders grievances. Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner involving the respective College/Dept./Office (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Cell to submit his/her grievance in writing.

The College has an effective and objective multi-tier Grievance Redressal Mechanism, consisting of several forums and committees that focus on careful and sensitive handling of student grievances. The following committees/cells/units are duly constituted for resolution of various types of grievances:

#### **A. Academic and Curricular Issues**

- a. Matters pertaining to Admissions: Admission Committee
- b. Matters pertaining to Teaching-Learning: Teacher-In-Charges of respective Departments
- c. Matters pertaining to Internal Assessment: Internal Assessment Committee

#### **B. Non-Academic Issues**

- a. Matters pertaining to general discipline: Discipline Committee
- b. Matters pertaining to discrimination: Equal Opportunity Cell
- c. Matters pertaining to infrastructure: Administrative Office
- d. Matters pertaining to ragging: Anti-Ragging Committee

### C. Grievances related to Hostel

- a. Matters pertaining to Boys Hostel: Discipline Committee for Hostel (Boys Hostel)
- b. Matters pertaining to Girls Hostel: Discipline Committee for Hostel (Girls Hostel)

### D. General Grievances

For any other grievances not categorized above: Students Grievance Redressal Committee  
Students may register their grievances through the following channels offline mode

<b>Offline</b>	<p>The aggrieved student(s) may directly approach the Convenor of appropriate committee with a written application In case of ragging related grievances, the aggrieved student (s) may directly inform any of the members of the Anti-Ragging Committee.</p> <p>The details of the Anti-Ragging Committee is published on the website. Grievances, on plain paper, may be posted in complaint boxes fixed around the campus at the following places: Near Principal's Office at central stair case (ground-floor) of the Main Building For matters of teaching-learning and internal assessment, students are advised to first express their grievance to the concerned faculty members. On non-resolution of grievance, the student may approach the Convenor, Internal Assessment Committee with a written application.</p>
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1. Aggrieved parties who are not satisfied with the decision of College Grievance Redressal Cell may appeal to the Appeal Committee for GRC for a reconsideration and review within 15 working days.
2. The decision of the Appeal Committee, in such matters shall be final and there shall be no further appeal in the matter.

## College Grievance Redressal Cell Committee

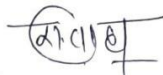
Sr. No.	Name	Designation	Position
1.	Dr. S.L. Laware	Principal	Chairman
2.	Dr. D.E. Zine	Vice-Principal	Member
3.	Dr. M.G. Varpe	Professor	Member
4.	Dr. S.R. Raundal	Professor	Member
5.	Dr. S.B. Chaudhare	Assistant professor	Member
6.	Mr. B.B. Mali	Office Superintendent	Member
7.	Dr. R.V. Wagh	Assistant professor	Coördinator

## Functions of the Committee

- To provide with proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized.
- To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process.
- To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines.
- To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues involved with the parties named in the grievance application;
- To ensure speedy disposal of every grievance application - within a maximum period of one month of the receipt of application;

## Procedure for filing the formal complaint/grievance

1. Any stakeholder may lodge a complaint.
2. Complaint should be made to Grievance Redressal Committee.
3. Complaint may be oral, or in writing. If the complaint is oral, it will be converted into a written form by the GRC member who received the complaint and authenticated by the complainant under his / her signature as soon as possible.

  
Coordinator



  
**PRINCIPAL**  
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