

## Grievance Redressal Policy

1.	Administrative Policy Number (APN): 12/2018-2019	<b>Functional Area:</b> sorting the student grievances
2.	Brief Description of the Policy:	<b>Purpose:</b> to make the life of the student comfortable on the campus. <b>Audience:</b> all stake holders of the organization.
3.	Policy Applies to:	students
4.	Effective from the Date:	1 <sup>st</sup> November 2019
5.	Approved by:	Governing body of PGK Mandal
6.	Responsible Authority	Principal
7.	Superseding Authority	Management
8.	Last Reviewed/ Updated:	New policy
9.	Reason for the policy	Sorting of grievances and promoting academic engagement.
10.	References for the policy	UGC guidelines, University guidelines

### Objective:

The objectives of the Grievance Cell are to develop an approachable and responsible attitude among all the stakeholders to maintain a harmonious atmosphere in the institution.

- A Grievance Cell is constituted for the redressal of the problems reported by the Students of the College
- A grievance cell is formed to keep a healthy working atmosphere amongst staff, students, and parents
- Reassuring the Students to express their grievances/problems freely and frankly, without any fear of being victimized.
- Suggestion/complaint Box is installed in all the Blocks in which the students (anonymity can be maintained), who want, to put in their grievances and their suggestions for improving their Academics.
- Advising Students of the College to respect the rights and dignity of one another and show utmost restraint and patience whenever any conflict arises.



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- Advising All the Students to refrain from provoking Students against other Students, teachers, and College administration
- Advising all staff to be affectionate to the students and not behave in a spiteful or malicious manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the principal.

**Scope:**

The cell will deal with Grievances received in writing from the students about any of the following matters: -

- Student matters: discipline, disputes, irrational behaviour, hurting behaviour, eve-teasing, sexual or any form of harassment, or any form of ragging etc.
- Financial Matters: Related to dues and payments for various items from the library, etc.
- Other Matters: Related to certain issues on sanitation, preparation of food, availability of transport, canteen, victimization by teachers etc.

**Functions:**

- Complaint Box has been installed on the College campus in which the students, who want to remain anonymous, can put in writing their grievances and their suggestions for improving the academics/administration in the College.
- Students can complain.
- The person concerned can personally approach any member of the Cell and can send an email or write an application and submit to the Cell Convener for grievances of any sort.
- The cases will be attended to promptly on receipt of grievances from the students. An aggrieved student shall first submit his complaint in writing to his/her mentor who shall resolve the grievance within two days. In case the mentor is not able to resolve the grievance, he shall forward it to the chairperson of the Grievance Committee.
- The cell will review all cases and will act formally accordingly, the chairperson of the Committee shall convene a meeting of the committee within 2 days of receiving the complaint from the faculty mentor or from the aggrieved student in case he/she applies directly to the committee.





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- The chairperson shall attempt to resolve the grievance within a week of the receipt of the complaint and action taken report from the mentor.
- If the student is not satisfied with the solution of the mentor level, he/she shall appeal to the chairperson level of committee giving the reasons for his/her dissatisfaction with the decision within a week of receipt of the decision of the mentor level, the case will be revisited and the committee will resolve the grievance.
- The chairperson of the Grievance redressal committee shall convene a meeting of the committee within 2 days of receiving the complaint. The committee shall verify the facts and either endorse the decision or issue an appropriate order within a week of receipt of the grievance.
- If the student is not satisfied with the decision of the redressal offered by the Institute's Grievance Redressal Committee, he /she can submit an appeal to the Chief Operating Officer of the Institution within a week of the receipt of the decision with all relevant details.
- The Chief Operating Officer of the Institution shall review the decision and pass an appropriate order. The COO, if needed may recommend, necessary corrective action as he/she may deem fit, to ensure avoidance of the recurrence of similar grievance at the Institution, and the necessary changes shall be made in the rules of the Institution.
- The law of natural justice shall be observed and a fair hearing to the complainant and concerned persons shall be given at all levels. The relevant provisions of the Act/Regulations shall be kept in mind while passing an order on the grievance at any level, and no order shall be passed in contradiction of the same.
- The cell will give a report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.
- At all levels a fair hearing shall be given to all parties at all levels/committees. The form for submission of the grievance is attached to this document.



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### **Procedure for lodging complaint:**

- The students may feel free to put up a grievance in writing/or online, in any format available on the college campus, and drop it in boxes or through
- 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.

### **Exclusions:**

The grievance Redressal cell shall not entertain the following issues:

Decisions of the executive council, academic council, board of studies, and other administrative or academic committees constituted by the Institution/University.

- Decisions about the award of scholarships, fee concessions, medals, etc.
- Decisions made by the higher authorities about disciplinary matters and misconduct.
- Decisions of the Principal/higher authorities about admissions in any courses offered by the institute.
- Decisions by the controller of Examination or Principal on assessment and examination results.

### **Steps of Students Grievance Redressal Process**

1. The student drops the complaint letter in the box or sends the complaint through e-mail.  
(Student should mention the Name, Course, year, it is mandatory in his complaint)
2. Verification of the complaint & Action Taken.  
(Depending upon findings of the verification report)
3. Information to the complainant on redressal of the complaint.

### **Step1: Lodging of Complaint**

Students are required to fill out the **student Grievance form** and drop it in the box in the college premises or submit the same via email.

Students must be sure to mention their credentials like, name, course, year etc., in their complaint.





### **Step2: Verification**

On receiving the complaint, the committee will record and verify the complaint.

### **Step 3: Action**

After verification of the complaint, the committee acts upon the complaint and takes necessary measures to resolve the issue.

### **Step4: Intimating the student**

Once the complaint has been resolved, the student is informed about the outcome, and the complaint is considered closed by the Department.

1. **Grievance:** A grievance refers to a formal complaint or concern raised by an individual or group regarding perceived unfair treatment, violation of rights, or dissatisfaction with a particular situation within an organization.
2. **Cell:** In this context, a cell typically refers to a specialized unit or department within an organization that is dedicated to handling specific issues or tasks. In the case of a grievance cell, it is a designated entity responsible for managing and addressing grievances.
3. **Objectives:** Objectives are specific goals or targets that an organization or department aims to achieve. In the context of a grievance cell, objectives may include ensuring prompt resolution of complaints, fostering transparency in grievance handling procedures, and promoting a positive organizational culture.
4. **Approachable:** Being approachable means being easy to talk to or accessible. In the context of a grievance cell, it implies creating an environment where individuals feel comfortable expressing their grievances without fear of reprisal or judgment.
5. **Responsible:** Being responsible entails taking ownership of one's actions and obligations. In the context of a grievance cell, it involves handling complaints in a diligent, fair, and accountable manner, ensuring that appropriate actions are taken to address the concerns raised.




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6. **Stakeholders:** Stakeholders are individuals or groups who have a vested interest or concern in the operations, decisions, or outcomes of an organization. In the context of a grievance cell, stakeholders may include employees, customers, suppliers, management, and other relevant parties affected by the grievances.
7. **Harmonious:** Harmony refers to a state of agreement, cooperation, or peaceful coexistence. In the context of an institution, maintaining a harmonious atmosphere involves fostering positive relationships, resolving conflicts effectively, and promoting a conducive environment for collaboration and productivity.



  
**Principal**  
**Principal**  
Haribhai V. Desai College of  
Arts, Science & Commerce,  
PUNE-2.