



**SNDT Arts and Commerce College for Women
Karve Road, Pune 411038**

Students' Grievance Cell

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Students' Grievance Cell

Introduction:

Learning process in cohesive environment is always more meaningful and effective. Hence in S N D T Arts and Commerce College for Women, we make all efforts to have informal homely atmosphere.

However there are chances of arising some quarrel between students or they may face some serious difficulties while learning. If any dispute arises in connection with students, there should be formal forum available for resolving grievances of the students. Hence, S N D T Arts and Commerce College for Women, have constituted a Students' Grievance Cell.

The goals and objectives of the Students' Grievance Cell:

Goals

1. To enable students to have a channel to mention her grievances.
2. To create an interface between aggrieved party and Adversary.
3. To provide students with an environment that facilitates fare and equal treatment to all.
4. To provide opportunities for expressing problems, difficulties, objections in connection with peers, teachers and non teaching staff.

Process:

Process to be followed by the Complainant

In case of a student having any Complaint /Grievance, following procedure is to be followed:

1. Step 1:

The Complaint / Grievance will have to be routed to the College Students' Grievance Cell through a proper channel.

b. Pre-stage: 'Head of the Department' shall be the 'first authority' to be contacted by the aggrieved person for redressal of her Complaint / Grievance through a written complaint.

c. Written Complaint to be filed within 3 months from the date of incidence or within 3 months of accrual of cause of action, whichever is later.

2. Step 2:

a. In case there is no response from the 'first authority' within 15 days of submission of the written complaint, or;

b. If the Complainant is aggrieved by the decision of the 'first authority', then the aggrieved person may file the complaint / grievance before the Head of the Institution (The Principal)'.

3. Step 3:

a. In case there is no response from the Principal of the College, within 15 days of submission of the written complaint, or;

b. If the Complainant is aggrieved by the decision of the 'Principal of the College', then the

aggrieved person may file the complaint / grievance before the College Students' Grievance Cell.

Language of the Committee

2. Language of the College Students' Grievance Cell shall be Marathi and / or English.

How to file a Complaint with College Students' Grievance Cell?

3. The Complaint / Grievance shall be submitted before the College Students' Grievance Cell through the Head of the Department in a format as per Annexure 1 interalia including the following points:

- a. Details of the Complainant – name, address, mobile number, email id, student PRN number, specialisation, department.
- b. Details of the Adversary – name, address, mobile number, email id, employee code, designation, department, institute connected with.
- c. Facts of the case stating nature, classification of the complaint.
- d. Copy of correspondence exchanged with 'first authority' and the Principal.
- e. Reliefs sought in view of the facts mentioned.
- f. Verification: The Complaint / Grievance shall be duly self-verified as per Annexure 1.

4. The Complaint / Grievance can be filed in any of the following languages – Marathi or English.

5. The Convenor College Students' Grievance Cell (or the duly authorised person) of the College shall provide an acknowledgment of the Complaint / Grievance received.

6. The person who is a party to any proceedings before the College Students' Grievance Cell shall appear in person before the College Students' Grievance Cell as and when, if required.

Procedure for Admission

7. On receipt of the Complaint / Grievance, the Convenor (or duly authorised person), at the first instance, shall scrutinize it as early as possible, but not later than 4 days. If any deficiency is noticed, the complainant shall be asked to rectify the same within 7 days of the intimation given.

8. Thereafter, the Convenor (or duly authorised person) shall place the Grievance /Complaint before the College Students' Grievance Cell.

9. On receipt of the Complaint / Grievance, the College Students' Grievance Cell shall decide whether to admit it or summarily reject it, and on rejection reasons for the same shall be communicated to the complainant / person who submitted the Complaint / Grievance.

10. The College Students' Grievance Cell shall adhere to the prescribed period to dispose off the Complaint / Grievance as soon as possible.

Procedure to be followed by the College Students' Grievance Cell on admission

11. One copy of the Complaint / Grievance received shall be served to the adversary

within 5 days of receipt of the Complaint / Grievance.

12. The adversary shall be given 15 days to submit his / her written statement in response to the Complaint / Grievance filed against him / her.

13. 2 sets of written statement shall be submitted to the College Students' Grievance Cell by the adversary.

14. On receipt of the written statement from the adversary, 1 copy of the written statement shall be served on the Complainant within 5 days of the receipt of the same.

15. The documents, if any, be submitted by both the parties on the date of the first hearing.

16. The first hearing of the case shall be summoned within 10 days of service of the written statement on the Complainant.

17. Hearing of both the parties will be 'in-camera' proceedings, i.e., no party other than the parties to the proceedings shall be allowed to remain present or participate except with due permission of the College Students' Grievance Cell.

18. Parties to submit their respective evidence, if any, on Affidavit.

19. The College Students' Grievance Cell in its discretion may allow oral evidence which shall be recorded either in Marathi and / or English.

20. The College Students' Grievance Cell in its discretion may call for any document, record from the parties to the proceedings or the College including its Departments.

21. On completion of the Evidence stage, both parties shall be asked to submit their written briefs (arguments), if any, in a time fixed by the College Students' Grievance Cell.

22. The College Students' Grievance Cell, thereafter, shall proceed to record its report containing the decisions.

23. The report shall be forwarded to the Principal of the S N D T Arts and Commerce College for Women, Pune, for consequent appropriate action, to implement the recommendations of the College Students' Grievance Cell.

24. Copies of the report shall be submitted to both the parties.

Service of Notice / Summons / Communication, etc.

25. Notice / Summons / Communication, etc. to be served on the party to the proceedings / other person by hand delivery or through electronic media, e.g., E-mail on the address given in the Complaint / Grievance and / or supplied by the party and / or as per office record of the College.

Limitation to dispose of the complaint/Grievance

26. The College Students' Grievance Cell shall adhere to the prescribed period to dispose off the Complaint / Grievance.

Place of sitting of the Grievance Committee

27. The sittings of the College Students' Grievance Cell shall normally be at the Principal's cabin of S N D T Arts and Commerce College for Women, Pune: 411038. However the chairperson may, if the circumstances so warranted and/or taking into consideration convenience of all concerned , may direct to hold the sitting at any other place.

Quorum

28. In a meeting / sitting of the College Students' Grievance Cell, there shall be a quorum of at least three members and the Chairperson.

Powers to correct / rectify the errors in the report containing decision of the College Students' Grievance Cell

29. The College Students' Grievance Cell has inherent powers to rectify any arithmetical / clerical / typographical errors in the report.

Right to modify, etc.

30. The College Students' Grievance Cell reserves its right to add / modify the Memorandum of Procedure.

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Annexure 1

SNDT Arts and Commerce College for Women, Pune Students' Grievance Cell

Date :

1. Details of the Complainant – Name,
Address,
Mobile number,
Email id,
Student PRN number,
Specialisation, department.:

2. Details of the Adversary – Name,
Address,
Mobile number,
Email id,
Employee code,
Designation,
Department connected with

3. Details of Complaint: Facts of the case stating nature, classification of the complaint.

4. Copy of correspondence exchanged with 'first authority' and the Principal.

5. Reliefs sought in view of the facts mentioned.

6. Verification: The Complaint / Grievance shall be duly self-verified.

7. Signature of Students' Grievance Cell Convenor acknowledging the receipt of the complaint.
