



Shri Marutrao Ghule Patil Shikshan Sanstha's
JIJAMATA COLLEGE OF SCIENCE AND ARTS

At. Dnyaneshwarnagar, Po. Bhende (Bk). Tal. Newasa, Dist. Ahmednagar

PIN- 414605; Phone: 02427-255304 Fax: 02427-255809

Permanently affiliated to University of Pune (Id/No PU./AN/S/043/1992)

Winner of Pune University's Best Rural College Award & Accredited at 'B' Grade by NAAC

ISO 9001 : 2015 Certified Website: www.jijamatacollege.com;

E-mail: principal@jijamatacollege.com



Late Marutaoji Ghule Patil

1930 -2002

Policy Document On
GRIEVANCE REDDRESSAL



2018-2023



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POLICY ON GRIEVANCE REDDRESSAL

1. Preamble

As per the provisions of University Grants Commission (Grievance Redressal) Regulations, 2012, and in accordance with the Maharashtra Public Universities Act, 2016 (Section 56(2) b, the Shri Marutrao Ghule Patil Shikshan Sanstha's (MG PSS) **JIJAMATA COLLEGE OF SCIENCE AND ARTS (JCS&A)**, Bhende Bk recognizes, has established a 'Grievance Redressal Cell', in the institution to resolve the grievances of its stakeholders (Students, staff and parents) and to suggest to the higher authorities different ways and means to minimize and prevent such grievances.

2. Definition

"Grievances or complaint" includes any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service and in the nature of seeking a remedial action

3. Objectives

The main objective of this Policy is to set forth the policies and procedures to be followed in receiving, handling and responding to any grievances received from the students, administrative staff, Faculty or any of the stakeholders, of 'JCS&A, Bhende Bk, in respect of the services offered by it.

The following are broad objectives for handling the stakeholders grievances:

1. To provide fair and equal treatment to all its stakeholders without any bias, at all times.
2. To ensure that all issues raised by stakeholders are dealt with courtesy and resolved in stipulated timelines.
3. To provide easy accessibility to the subscriber for an immediate Grievance redressal.
4. To put in place a monitoring mechanism to oversee the functioning of the Grievance Handling Policy.

4. Grievance Redressal Cell

The institution has Grievance Redressal Cell (GRC), which is constituted for a period of 5 years. The composition of the committee from the academic year 2018-2019 (subject to change if any of the committee member retires/resigns or there is change in designation) is as follows:

Sr. No.	Name	Designation
1	Dr. S. R. Landage Patil	President
2	Dr. D. S. Wakchaure	Secretary
3	Dr. N. K. Mhaske	LMGP Society Representative
4	Dr. R. M. Naval	Member (Teaching Faculty)
5	Dr. S.B. Kale	Member (Teaching Faculty)
6	Dr. N. R. Sayyad	Member (Rector)
7	Dr. R. N. Arle	Member (Teaching Faculty)
8	Dr. Mrs. M. G. Bhosale	Member (Women Representative, Teaching Faculty)
9	Shri B. R. Ghodehcor	Member (Non-Teaching Faculty)

5. Duties and Responsibilities of GRC:

Dealing with grievances received in writing from students about any of the following:

- Academic Matters: Related to conduct of classes, perceived unfair treatment by teachers, etc.
- Financial Matters: Related to dues and payments for various items from Library, etc.
- Administration matters: Related to timely issue of Identity cards, statement of marks, certificates, or other matters
- Other Matters: Related to infrastructure, canteen, security on campus, etc.
- Where necessary, making recommendations to the Principal, regarding action to be taken
- Submission of annual reports to the Principal
- To develop an organizational framework to resolve Grievances of Students, staff and other stakeholders,
- To support, those students who have been deprived of the services offered by the college, for which he / she is entitled.

- To make officials of the college responsive, accountable and courteous in dealing with the grievances.
- To examine the grievances and make necessary recommendations to the Principal
- To ensure effective solution to the stakeholder's grievances with an impartial and fair approach.
- To publish this policy and make it available on the institutions website.

6. How to Raise the Grievance

- Grievances received through phone call are not entertained.
- The student/employee/parent should submit a written complaint either to the principal of the college or Secretary of GRC.
- The Grievances can also be made through registered email.
- Personal grievances shall be addressed to the coordinator of the GRC.
- The GRC will try to counsel the complainant and try to provide a solution, orally.
- If this does not work, he/she will be asked to give a written complaint.
- There is no formal prescribed format for submitting grievance. However, the grievance application should consist of Complainant's name, address and contact details (email and phone number), copies of supporting documents, wherever applicable.
- It shall also include the full description of the complaint.

7. Redressal of Grievances

- The complaints, thus received, shall be entered in the register and its number should be mentioned on both the complaint and on the acknowledgement/receipt which is provided to the complainant.
- The GRC shall convene a meeting of its members.
- If the GRC wishes to interact with the complainant, it may do so, by inviting him to the meeting through a written request.
- The committee shall discuss the matter in detail, scrutinize the supporting documents submitted by the complainant and try to resolve the issue by taking appropriate decision.
- The decision of the GRC will be final and binding on the complainant.
- The decision of the GRC will communicated to the complainant within a week.

- The entire process of Grievance redressal should be completed within 30 days from the date of receiving the grievance.
- If the decision of the GRC is not acceptable, the complainant can seek justice from the University Grievance Redressal Cell.
- All complaints shall be monitored and marked as closed only after satisfactory resolution of complainant's grievance.
- The complaint shall be treated as closed if the complainant has not responded within forty-five days of the receipt of the written response from the Institution.