

Adarsh Education Society's

Arts, Commerce & Science College, Hingoli-431513

STUDENTS GRIEVANCE REDRESSAL COMMITTEE

Introduction:

Any student of an educational institute has a minimum right to have conducive educational ambience when he / she is on-campus in every aspect for optimum achievements from the educational process. His / her formal / informal interactions with fellow students, teachers, official staff, the principal and any occasional outsiders should be encouraging in nature.

But in reality, aberrations are bound to be there. Role of an educational institute is to keep level of aberrations under control. Intentional or unintentional misconducts do occur resulting in grievances. Timely, effective, efficient and unbiased redressal of the raised grievances is very much necessary. The system must be sensitive enough and proactive to identify unreported grievances. So, there is every need of a formal grievance redressal mechanism.

Therefore, our institute has set up a Students Grievance Redressal mechanism.

Name: Students Grievance Redressal Committee.

Abbreviated Name: SGR Committee

Composition: To achieve better redressal of grievances, an elaborate committee is constituted.

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| 1. Chairman: | Principal of the College |
| 2. Coordinator: | Senior Teacher |
| 3. Members: | |
| • Registrar of the College | 1 |
| • IQAC coordinator | 1 |
| • NSS / NCC / Sports /
Cultural Activities In-charge: | 1 |
| • Gents Teachers: | 2 |
| • Ladies Teachers: | 2 |
| • Students: | 4 (Two of them are 'if applicable') |
| 4. Invitee Members: | As per need |

*From amongst the five teacher members:

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|--------------------|---|
| • Arts stream: | 2 |
| • Science stream: | 2 |
| • Commerce stream: | 1 |

#From among the four student members:

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|--|---|
| • GS of Students Council of the College: | 1 |
| • LR of Students Council of the College (if applicable): | 1 |
| • CR of class to which the grievance raiser belongs: | 1 |
| • CR of class of the suspect (if applicable): | 1 |

Functions:

To redress grievances raised by students

Mode of functioning:

1. Number of meetings: At least four in an academic year
2. Quorum of the meeting: At least 50% of the total members
3. Grievances to be considered:
Grievances in written and with name, class, roll number and signature of the student only will be considered for redressal. Students should convey their grievances
 - to the principal or
 - to the committee or
 - through the complaint box
4. Grievances not to be handled: Grievances against chairman, the principal are out of jurisdiction of this committee.
5. Methodology of redressal: The committee will
 - i. in the beginning, study the grievance.
 - ii. call the student who has raised the grievance and listen to him / her carefully in unbiased state.
 - iii. call the person(s) with whom the student has the grievance and listen to him / her carefully and in unbiased manner.
 - iv. If the grievance is not about any person but about the system, the system will think on self-rectification, if necessary.
 - v. The grievance redressal by “Consensus and Counselling” will be preferred in not-so-serious grievances.
 - vi. In rare cases of grievances, the committee will think of going for other legal off-Campus options.
 - vii. If necessary, parents both the parties (grievance raiser and suspect of the grievance) shall be called.
 - viii. The grievances communicated to the principal or to the committee will be redressed within a week from the date of communication.
 - ix. The grievances communicated through the complaint box will be redressed within a week of their collection from the box.
 - x. Grievances will normally be collected by the committee from the complaint box after every fortnight.
 - xi. If a grievance is raised against any of the members of this committee, he /she shall not be member of the committee till the grievance is redressed.
6. Final Authority: In a state of ambiguity, decision of the chairman is final.
7. Miscellaneous:
 - Every year in the starting phase of the academic year, the committee shall implement a campaign to make students aware of existence and functioning of the SGR committee.
 - The role of “Students Council” in minimizing workload of the committee is very crucial.

Committee for Academic year 20022-23:

1. Chairman: I/C Principal Dr. Vilas B. Aghav
2. Coordinator: Dr. Pradeep D. Achole (Senior, Science: HOD of Electronics)
3. Members:
 - i. Shri Vijay. S. Kawane (Registrar)
 - ii. Dr. Sachin L. Patki (IQAC Coordinator)
 - iii. Dr. Anand S. Bhatt (Assistant Director, Sports)
 - iv. Dr. Vidya N. Khandare-Govande (Ladies, Arts: HOD of Sociology)
 - v. Miss Shaila S. Wagh (Ladies, Science: HOD of Chemistry)
 - vi. Dr. Annaji D. Madavi (Gents, Arts: HOD, Economics)
 - vii. Dr. Ashish B. Gattani (Gents, Commerce Stream)
 - viii. GS of Students Council: Vacant
 - ix. LR of Students Council: (if applicable)
 - x. CR of the class of the grievance raiser: After grievance is raised
 - xi. CR of the class of the suspect: (if applicable)
 - xii. Invitee members: (As per need)

Belude
Co.ordinator
(Dr. P. D. Achole)

Bhambhani
Principal
I/C PRINCIPAL
ADARSH EDUCATION SOCIETY'S
Art's Commerce & Science College
HINGOLI Dist. Hingoli