**Mahila Shikhanshastra Mahavidyala, Kolhapaur.**

**Tal : Karveer Dist: Kolhapur**

STUDENTS’ GRIEVANCE AND REDRESSAL POLICY

Introduction

The Student’s Grievance Cell desires to promote and maintain a conducive and unprejudieced educational environment. Mahila Shikhanshastra Mahavidyala, Kolhapur, has students grievances and redressal policy at place. The student grievances and redressal cell looks after the work of offering relief to the student having grievances. The cell was constituted as per the suggestions offered by the affiliating university. The university has made references to the State Government of Maharashtra Gazette dated 25thFeb’2019. The college adhered to the directives of the said notification and the circular received from the affiliating university.

Student Grievance Redressal Matrix at Mahila Shikhanshastra Mahavidyalaya, Kolhapur:

|  |  |  |
| --- | --- | --- |
| **Nature of Grievance** | **Category of Grievance** | **Whom to contact** |
| 1. academic | Admissions | Convenor Admisson Committee |
|  | Teaching- Learning | Teacher-In-Charges of respective Departments |
|  | Internal Assessment | Convenor Internal examination grievance Committee |
| B.Non Academic | Discipline in the College | Convenor Discipline Committee |
|  | Infrstructure | Administative Office In Charge, Infrastructure and learning Resources Chairman. |
|  | Ragging | Convenor Anti- Ragging Committee |
|  | Sexual Harassment | Convenor Sexual harassment committee and Internal Complaints Committee |
| C.General | For grievances in any other matter other than the above | Convener students Grievance Redressal Committee |

* **Formation of the Grievances and Redressal Cell** : The College constitutes the cell headed by Principle of the college along with a senior faculty member as a coordinatorwho has good skills at handling issues of students. There would also be few more teachers as members of the cell. Besides it, there is a student member representative.
* **The objectives of Students Grievance Cell include the following** :

1. To support, those students who have been deprived of the services offered by the College, for which he/ she is entitled.
2. To make officials of the College responsive, accountable ant courteous in dealing with the student.
3. To ensure effective solution to the student’s grievances with an impartial and fair approach.

* **The Function of Student Grievance Cell :**

1. Redressal of Student’s Grievances to solve their academic and

administrative problems.

2. To co-ordinate between students and Departments/ sections to

redress the grievances.

3. To guide ways and means to the students to redress their

problems.

**Mahila Shikhanshastra Mahavidyalya, Market Yard , Kolhapur.**

MEETING GRIEVANCE REDRESSAL COMMITTEE(GRC)MEETING- GRIEVANCE REDRESSAL COMMITTEE (GRC) Minutes of the Grievance Redressal Committee (GRC) held on Nov.24, 2021 Date: Nov 24, 2021 at 04:00PM Venue: **Mahila Shikhanshastra Mahavidyalya,Market Yard , Kolhapur**

Chairperson of the meeting: Dr.S.D.Rane Following members were present in the meeting.

1.Dr.V.A. More

2.Smt. A.P. Kshirsagar 3. Mr.S.B.Barge 4. Shri. V.V.Patil

**Agenda 1**

The minutes of meeting held on Dec 07,2020 were read and confirmed with unanimity.

**Agenda 2**

The member showed full of their enthusiasm to deliver promptly the very purpose of Constituting this committee because any delay in redressal will create many confusions any further increase in grievances.

**Agenda 3**

Women Grievances the Director General underlined general issues of women grievances and discussed with the member in detail. It was decided to develop principal and procedures by GRS to decide action against any kind of harassment of a girl student lady faculty or staff Safety and security to the girl students should be given priority

**Agenda 4**

Any other item with permission of Chair The member are happy to learn that the issue of minor complains are dealt by concerned departments effectively and any complains if not dealt, should be forwarded to Grievance Redressal Committee (GRC)

The meeting ended with vote of thanks

(Dr.V.A.More)

**MEETING- GRIEVANCE REDRESSAL COMMITTEE (GRC)**

Minutes of the Grievance Redressal Committee (GRC) held on Dec.09.2022

Date: Dec 09, 2022 at 04:00PM

Venue: Office of the Director General, Admin Block COER

Chairperson of the meeting: Dr. S.D.Rane

Following members were present in the meeting.

1. Dr. V.A.More

2. Smt. A.P.Kshirsagar

3. Mr. S.B.Barge

4. Shri. V.V.Patil

**Agenda 1**

The minutes of meeting held on Nov 28,2021 were read and confirmed with unanimity.

**Agenda 2**

The member showed full of their enthusiasm to deliver promptly the very purpose of Constituting this committee because any delay in redressal will create many confusions any further increase in grievances.

**Agenda 3**

Any other item with permission of Chair The member are happy to learn that the issue of minor complains are dealt by concerned departments effectively and any complains if not dealt, should be forwarded to Grievance Redressal Committee (GRC)

The meeting ended with vote of thanks

(Dr.V.A.More)

**Mahila Shikhanshastra Mahavidyalya, Market Yard , Kolhapur.**

MEETING GRIEVANCE REDRESSAL COMMITTEE(GRC)

MEETING- GRIEVANCE REDRESSAL COMMITTEE (GRC) Minutes

Date – 9th August 2021

Time- 11.30 a.m.

Venue – Mahila shikshanshastra Mahavidyalaya Market Yard, Kolhapur.

Points Discussed

\* No Case reported for Grievance Redressal Cell

Chairperson of the meeting: Dr.S.D.Rane Following members were present in the meeting.

1.Dr.V.A. More ( HOD)

2.Smt. A.P. Kshirsagar 3. Mr.S.B.Barge 4. Shri. V.V.Patil

The meeting ended with vote of thanks

HOD Principal

**Mahila Shikhanshastra Mahavidyalya, Market Yard , Kolhapur.**

MEETING GRIEVANCE REDRESSAL COMMITTEE(GRC)

MEETING- GRIEVANCE REDRESSAL COMMITTEE (GRC) Minutes

Date – 15th December 2020

Time- 11.30 a.m.

Venue – Mahila shikshanshastra Mahavidyalaya Market Yard, Kolhapur.

**Points Discussed**

* The meeting was conducted on 15th December 2020
* Selection of Student representative from each year as a member of Grievance Redressal cell
* Introduction to Students about Grievance Redressal Cell Committee
* Explanation regarding role of Grievance Redressal Cell.
* Use of Mobile phones during lectures is prohibited.
* To Guide ways and means to the students to redress their problems

Chairperson of the meeting: Dr.S.D.Rane Following members were present in the meeting.

1.Dr.V.A. More ( HOD)

2.Smt. A.P. Kshirsagar 3. Mr.S.B.Barge 4. Shri. V.V.Patil

HOD Principal