



**SONOPANT DANDEKAR SHIKSHAN MANDALI'S  
SONOPANT DANDEKAR ARTS, V. S. APTE COMMERCE,  
M. H. MEHTA SCIENCE COLLEGE, PALGHAR**

# **Students Grievance Redressal Committee (SGRC)**

# Students' Grievance Redressal Committee (SGRC)

## 1. Introduction:

A Students' Grievance Redressal Committee (SGRC) is a sub-committee formed under the Grievance and Redressal Committee of a college. The purpose of such a committee is to address and resolve grievances or complaints raised by students related to academic, administrative, or other concerns within the institution.

## 2. Composition of Students' Grievance and Redressal Committee.

| Sr. No. | Name   | Designation                       | Contact Number |
|---------|--|-----------------------------------|----------------|
| 1       | Dr. Suhas Janwadkar                          | Chairperson                       | 97657 81768    |
| 2       | Capt. Angha Padhey Deshmukh<br>(Asst. Prof.) | Member                            | 8806993880     |
| 3.      | Dr. Asmita Raut                              | Member                            | 9867397753     |
| 4.      | Omkari Potdar                                | Member (Students' representative) | 9834751809     |

### 3. Objectives:

The Objectives of “Students’ Grievance Redressed Committee (SGRC)” are to address and resolve grievances, complaints, and concerns raised by students, within the institutions, this includes-

- To ensure a fair and transparent process for addressing grievances;
- To foster a positive and harmonious environment by addressing issues promptly and effectively
- To create a conducive environment for learning and growth by addressing issues that may hinder students’ academic progress or affect their physical and mental well-being.
- To build mutual confidence and trust among students, staff and other stakeholders.
- To ensure that the institution remains compliant with these regulations by promptly addressing grievances and taking appropriate action when required;

### 4. The established mechanism of “Students’ Grievance Redressal Committee (SGRC)”

#### KEY

#### COMPONENTS:

**i. Establishment and Composition:** The Sonopant Dandekar college has established a “Students’ Grievance Redressal Committee (SGRC)” as a dedicated body to address the students’ grievances on 24th April, 2023. The Committee is composed of chair person who oversees its functioning; it also consists of Four Faculty members with one Lady Faculty among them. A students’ representative member is also appointed in the committee.

**ii. Grievance Submission and Documentation:** The Cell provides a clear and accessible mechanism for individuals to submit their grievances. An online complaint google form, email address, Physical complaint/suggestions box, contact numbers, or in-person meetings to ensure that all grievances are documented systematically, including details such as the nature of the grievance, the individuals involved, relevant dates and any supporting evidence.

**iii. Grievance Handling Procedures:** The cell establishes standardized procedures for handling grievances. This includes guidelines on how

grievances will be received, reviewed, investigated, and resolved. The procedures are prioritize fairness, confidentiality and impartiality. The following steps are as initial assessment, fact-finding, gathering evidence, conducting interviews and reaching a resolution.

**iv. Timeline and Response Mechanisms:** The cell sets clear timelines for each stage of the grievance handling process. For the address of grievances at-least 15 days are required to communicate the resolution to the aggrieved student. It establishes response mechanisms to acknowledge receipt of grievances and keep complainants informed about the progress of their cases. Regular updates and communication shall maintain to maintain trust and transparency throughout the process.

**v. Investigation and Resolution:** The conducts impartial investigations into the grievances received. It may seek additional information, interview relevant parties, and gather evidence to fully understand the situation. Based on the fact findings, the cell shall works towards a fair and appropriate resolution. This may involve mediation, negotiation, recommending policy changes, or implementing disciplinary actions when necessary.

**vi. Appeals Mechanism:** An appeals mechanism for individuals who are dissatisfied with initial resolution can be further proceed to the higher authority. This allows complainants to seek a review of the decision or present additional evidence that may affect the outcome. The appeals should be submitted to the higher authority namely the Ombudsperson/Principal for reviewing appeals within 10 days of the initial resolution.

**vii. Record-Keeping and Reporting:** The cell maintains accurate and confidential records of all grievances received, investigations conducted, and resolutions reached. These records are maintains essentially for tracking trends, identifying systemic issues and monitoring the effectiveness. Regular reporting to relevant authorities or committees within the institution ensures accountability and enables data-driven decision-making.

**viii. Awareness and Outreach:** The cell engages in awareness and outreach activities to educate the institution's community about the existence and functioning of the grievances cell. This includes disseminating information about the cell's mandate, procedures and contact details through official communications, orientation programs, websites, and notice boards.

## 5. Procedure for Lodging Complaint

- The students may feel free to put up a grievance through:
- Online mode: Google form
- Offline mode: downloadable format
- E-mail
- Phone contact
- In-person contact
- Format available in the Students Grievances and Redressal Cell and drop it in Complaint/Suggestion boxes.

## 6. Contact persons:

| Sr. No. | Name                                      | Designation                       | Contact Number |
|---------|---|-----------------------------------|----------------|
| 1       | Dr. Suhas Janwadkar                       | Chairperson                       | 97657 81768    |
| 2       | Capt. Angha Padhey Deshmukh (Asst. Prof.) | Member                            | 8806993880     |
| 3.      | Dr. Asmita Raut                           | Member                            | 9867397753     |
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A handwritten signature in blue ink, appearing to read "Kiran Save".

Dr. Kiran Save  
Principal

## COLLEGE GRIEVANCE REDRESSAL CELL (CGRC)

As per Maharashtra Public Universities Act, 2016 Uniform Statute No. 5 of 2019, the college has formed College Grievance Redressed Cell (CGRC) to resolve Student Grievances

### Committee Members:

|                  |                  |
|------------------|------------------|
| Dr. Kiran J save | Chairperson      |
| Suhas Janwadkar  | Member Secretary |
| Asmita Raut      | Member           |

### GRIEVANCE FORM

First Name \_\_\_\_\_ Middle Name \_\_\_\_\_ Last Name \_\_\_\_\_

Course \_\_\_\_\_ Semester \_\_\_\_\_

Class \_\_\_\_\_ Division \_\_\_\_\_

Roll No. \_\_\_\_\_ PRN No. \_\_\_\_\_

Email \_\_\_\_\_ Mobile No. \_\_\_\_\_

Residential Address \_\_\_\_\_

Name of Teacher/s/Officer/s/Staff/Section/s/Departments against whom the complaint is to be lodged \*

Nature of grievance/s in which redressal is sought

Upload File

Supporting documents

Upload File

Upload Sign

Upload File



