

SNDT WOMEN'S UNIVERSITY'S

MAHARSHI KARVE MODEL COLLEGE FOR WOMEN, SHRIWARDHAN

STUDENTS GRIEVANCE REDRESSAL CELL

As per the notification published by all India Council for Technical Education, New Delhi (AICTE, New Delhi) (Redressal of Grievance of Students) Regulation, 2019 vide F. No.1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019). All concerned are hereby informed that following Redressal of Grievance of Students Committee is constituted at institute level as per AICTE guidelines.

Sr. No.	Name of the Member	Category	Designation	Position
1	Kedar Shkrishna Joshi	OPEN	Librarian	Chairperson
2	Dinesh Dattatray Bhusane	OBC	Jr. Clerk	Member
3	Manisha Shriwardhankar	SC	PEON	Member
4	Vaishnavi Sameer Risbud	OPEN	Student	Member
5	Sharayu Langi	OBC	Student	Member

1. Introduction:

The Student Grievance Redressal Committee (SGRC) is tasked with investigating and evaluating any complaints submitted by students. The SGRC has the authority to investigate complaints of harassment. Anybody with a legitimate complaint can speak with the head of the institute or personally approach the department members. If the individual is unwilling to appear in person,

grievances can be submitted in writing to the SGRC's suggestion box located in the Library. Grievances can also be emailed to the institute's Principal.

2. Objective:

The SGRC's goal is to foster a mindset of responsiveness and accountability among all parties involved in order to preserve the institute's peaceful learning environment.

To address the issues raised by the college's students, an SGRC should be established with the following goals in mind:

- Preserving the honour of the college by making sure that there is no conflict within the institution and by encouraging friendly relationships between students and teachers, among other things.
- Encouraging students to openly and honestly discuss their complaints and issues without worrying about becoming victims.
- A suggestion/complaint box has been placed in front of the administrative block where students can file their complaints and offer suggestions for enhancing the college's academics and administration in writing if they would want to be anonymous.
- Counseling college students to behave with the utmost restraint and patience whenever a conflict arises and to respect each other's rights and dignity.
- Counseling every student to abstain from instigating other students, instructors, or college administration
- Counseling all staff members to treat students with affection and refrain from acting vindictively towards any of them for any cause.
- To look into the origins of complaints.
- To guarantee that issues filed online by parents, teachers, and students are resolved in a timely manner.

3. Scope:

The following issues will be addressed by the SGRC when grievances are submitted in writing by students: -

- Academic Matters: Including issues with conducting examinations, transferring certificates, duplicate mark sheets, and other timely issues.
- Monetary matters: Concerning fees and payments for different items borrowed from libraries, hostels, etc.
- Other Matters: Concerning issues such as food preparation, transportation accessibility, hygienic conditions, teacher abuse, etc.
- Failure to award scholarships to eligible students to whom such institution is committed, or failure to do so within the timeframe specified by the University Grants Commission or by any other body.

4. Functions:

Students who feel wronged can file an application for redress of grievance through the institute's online portal at <https://www.rcpit.ac.in/grievance>.

- Within 15 days of receiving an online complaint through the portal, the institution forwards the complaint, along with any comments, to the Student Grievance Redressal Committee.
- The Student Grievance Redressal Committee notifies the offended students of the date of the complaint hearing after receiving the online complaint and fixing a time for it. When the students file written grievances, the issues will be quickly addressed.
- The cell will formally examine each case and take appropriate action.

5. Procedure for lodging complaint:

- Students are welcome to file grievances in writing or in the format provided by the administrative department and deposit them in boxes, or they can fill out an online form at <https://www.rcpit.ac.in/grievance>.
- Cases that are forwarded with the required paperwork will be handled by the Grievance Cell.
- The Grievance Cell guarantees that the complaint has been appropriately resolved within the time frame that the cell has set.