



# CLARA'S COLLEGE OF EDUCATION

(Managed by : CHILDREN WELFARE CENTRE)

YARI ROAD, VERSOVA, MUMBAI - 400 061.

TEL.: 26365385, 26322003

Ref \_\_\_\_\_

Date \_\_\_\_\_

## STUDENT GRIEVANCE REDRESSED CELL (SGRC)

As per the UGC guidelines, our college has constituted the Students' Grievance Redressed Committee. It works in accordance with the following regulations:

The dissatisfaction or disagreements of the students in any form which is against the court of law, ethos and good manners and behaviours, of the fellow students, faculty and supportive staff members could be brought to the notice of the college.

The Student Grievance Redressed Committee is constituted to promote and maintain a favourable and balanced educational atmosphere. The grievance of the student will be taken up by the committee resolved within the stipulated time. The cell investigates and examines nature and the pattern of grievance in a confidential manner. The committee follows the procedure established by the college as per UGC guidelines in delivering the function of the cell.

The students are claimed to make use of the Complaint Box (offline) or fill in the form in the institutional email ID (online) for bringing their grievances to the knowledge of the Management.

- The identity of the student will be kept confidential.
- Anonymous complaints will not be treated as grievances.
- Students' grievances and appeals will be addressed within 7 working days.
- Grievances violating the Code of Ethics of the Institution will not be considered for redressal and such issues will be addressed to the students concerned.

### Objectives

The objective behind the establishment of Students' Grievance Redressal Committee is:-

- To resolve grievances of the student teachers to maintain a harmonious educational atmosphere in the institution.
- To create a platform for the student teachers to express their grievances without hesitation.



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- To uphold the dignity of the institution.
- Encourage the students to express grievances in the institutional environment.
- Educate the students to respect the rights and dignity of one another.
- To ensure effective solutions to the student's grievance with an impartial and fair approach.
- To provide suggestions to overcome the problems, to ensure intense learning and overall wellness of the student community, Functions of Students' Grievance Redressal Committee:

The cell examines and scrutinizes the grievances and complaints of the students and adopts appropriate measures to redress it by keeping the objectives in mind. The Grievance cell is also empowered to investigate matters of harassment or ragging.

Anyone with genuine grievance may approach the Students' Grievance Redressal Committee. In case the student is hesitant to appear in self, grievances may be dropped in writing in the grievance box of the institution. Grievances may also be sent online through the provision available in the Institutional website.

Measures will be taken by the officials to redress the grievances within 7 working days. The cell will submit report to the management annually about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Every academic year, the grievance committee meets the student teachers during the orientation program at the beginning of the academic year to make them aware of the regulations and roles of the cell

Any grievance regarding personal issues or issues related to academics, curriculum, sexual harassment or ragging could be brought to the notice of the Management through the Students' Grievance Redressal Committee.

## **Functions of the committee:**

- The function of the committee is to investigate the complaints lodged by the students and judge their merits.
- The grievance of the committee is also empowered to investigate the matter of harassment.



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- The grievance of the committee will ensure that the grievance has been properly solved in the stipulated time limit provided by the cell. To follow the principles of natural justice in considering grievances.
- To conduct surveys to identify the problems of students and provide suitable solutions.

## **Procedure for lodging complaints:**

The student can lodge their grievance through written or oral mechanism

### **Step 1: Lodging of Complaint**

Students are required to fill out the Student Grievance form and submit the same via email or as a handwritten letter to the Chairperson of the Student Grievance Redressal Committee (SGRC).

### **Step 2: Verification**

On receiving the complaint, the Chairperson of the Student Grievance Redressal Committee (SGRC).will record and verify the complaint.

### **Step 3: Action**

After verification of the complaint, the Department acts upon the complaint and takes the measures necessary to resolve the issue.

### **Step 4: Intimating the Student**

Once the complaint has been resolved, the student is informed about the outcome, and the complaint is considered closed by the Department.



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## STUDENT GRIEVANCE REDRESSAL CELL

Sr. No.	Name of the Committee Members	Position
1	Dr. Ratnaprabha Rajmane	Chairman
2	Mr. Shahaji Nikalaje	Co-ordinator
3	Prof. Upasna Roy	Member
4	Prof. Seema Singh	Member
5	Prof. Smita Chulliparambil	Member
6	Ms. Sunita Kamble	Admin Staff



Dr. Ratnaprabha Rajmane

I/C principal