

Clarification on Metric ID: 5.1.4

**Provide Required Supporting Documents as per
SOP for chosen Option**

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Students Grievance Redressal Committee

**Implementation of guidelines of
statutory/ regulatory bodies**

UGC REGULATION

**STUDENT GRIEVANCE REDRESSAL
COMMITTEE**

- च) उपयुक्त मीडिया में प्रमुखता से प्रदर्शित कर और आयोग की वेबसाइट पर पोस्ट कर प्रवेश हेतु संभावित अभ्यर्थियों सहित जनसाधारण को सूचित करना तथा इस बाबत घोषणा करना कि संस्थान में शिकायतों के निवारण के लिए न्यूनतम मानक मौजूद नहीं हैं;
- छ) महाविद्यालय के मामले में, संबद्धता को वापस लेने के लिए संबद्ध विश्वविद्यालय को सिफारिश करना;
- ज) सम विश्वविद्यालय संस्थान के मामले में ऐसी कार्रवाई करना, जो आवश्यक, उचित एवं उपयुक्त हो;
- झ) सम विश्वविद्यालय संस्थान के मामले में सम विश्वविद्यालय संस्थान के रूप में घोषणा को वापस लिए जाने के लिए, यदि आवश्यक हो तो, केंद्र सरकार को सिफारिश करना;
- ञ) राज्य अधिनियम के अंतर्गत स्थापित अथवा निगमित विश्वविद्यालय के मामले में राज्य सरकार को आवश्यक एवं उचित कार्रवाई करने की सिफारिश करना;
- ट) गैर अनुपालना के लिए संस्थान के प्रति ऐसी कार्रवाई करना जो आवश्यक एवं उपयुक्त समझी जाए।

बशर्ते इन विनियमों के अंतर्गत आयोग की ओर से कोई कार्रवाई नहीं की जाएगी, जब तक कि संस्थान को अपनी स्थिति को स्पष्ट करने एवं उसके पक्ष को सुने जाने का अवसर नहीं दिया गया हो।

11. इन विनियमों में उल्लिखित कोई भी शर्त, विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायत निवारण) विनियम, 2019 के प्रावधानों के अंतर्गत नियुक्त किसी पदधारी लोकपाल के कार्यकाल की अवधि के दौरान उसके पद पर बने रहने को प्रतिकूल रूप से प्रभावित नहीं करेगी; कार्यकाल समाप्त होने के पश्चात् लोकपाल की नियुक्ति विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) के विनियम, 2023 के अनुरूप की जाएगी।

प्रा. मनिष र. जोशी, सचिव

[विज्ञापन-III/4/असा./13/2023-24]

**UNIVERSITY GRANTS COMMISSION
NOTIFICATION**

New Delhi, the 11th April, 2023

University Grants Commission (Redressal of Grievances of Students) Regulations, 2023

F.1-13/2022 (CPP-II).— In exercise of the powers conferred under clause (g) of sub-section (1) of Section 26 of the University Grants Commission Act, 1956 (3 of 1956), and in supersession of the University Grants Commission (Redressal of Grievances of Students) Regulations, 2019, the University Grants Commission hereby makes the following regulations, namely -

1. SHORT TITLE, APPLICATION, AND COMMENCEMENT:

- (a) These regulations shall be called as the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.
- (b) They shall apply to all higher education institutions, whether established or incorporated by or under a Central Act or a State Act, and every institution recognized by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a University declared as such under Section 3 therein and to all higher education institutions affiliated to a University.
- (c) They shall come into force from the date of their publication in the Official Gazette.

2. OBJECTIVE

To provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.

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3. DEFINITION:

(1) In these regulations, unless the context otherwise requires-

- (a) "Act" means the University Grants Commission Act, 1956 (3 of 1956);
- (b) "aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- (c) "college" means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.
- (d) "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.
- (e) "declared admission policy" means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution.
- (f) "grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:
 - i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
 - ii. irregularity in the process under the declared admission policy of the institution;
 - iii. refusal to admit in accordance with the declared admission policy of the institution;
 - iv. non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
 - v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
 - vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
 - vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
 - viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
 - ix. non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
 - x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
 - xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
 - xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
 - xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time;
 - xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
 - xv. denial of quality education as promised at the time of admission or required to be provided;
 - xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;
 - xvii. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
 - xviii. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.

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- (g) “Institution” means a university as defined in sub-section (f) of Section 2 of the UGC Act, an institution declared as institution deemed to be university under Section 3 of the Act, and a college as defined under section 12A (1) (b) of the University Grants Commission Act, 1956.
- (h) “Ombudsperson” means the Ombudsperson appointed under these regulations;
- (i) “Prospectus” means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;
- (j) “Student” means a person enrolled, or seeking admission to be enrolled, in any institution, to which these regulations apply, through any mode i.e., Formal / Open and Distance Learning (ODL) / Online;
- (k) “Students’ Grievance Redressal Committee (SGRC)” means a committee constituted under these regulations, at the level of an institution; and
- (l) “University” means a University so defined in clause (f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under Section 3 thereof.
- (2) Words and expressions used and not defined in these regulations but defined in the University Grants Commission Act, 1956 shall have the same meanings as respectively assigned to them in the Act.

4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS, AND PRICING:

- (1) Every institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:
- (a) the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;
- (b) the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
- (c) the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;
- (d) the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
- (e) each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions of such payment;
- (f) rules/regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fines may be imposed;
- (g) the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;
- (h) details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof;
- (i) information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital, or industry wherein the practical training is to be imparted to the students and in particular the amenities accessible by students on being admitted to the institution;
- (j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
- (k) Any other information as may be specified by the Commission.

Provided that an institution shall publish/upload information referred to in clauses (a) to (k) of this regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication being on the website through advertisements displayed prominently in different newspapers and through other media.

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- (2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution, or sale of prospectus.

5. STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC):

- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- (ii) Every Institution shall constitute such number of Students' Grievance Redressal Committees (SGRC), as may be required to consider grievances of the students, with the following composition, namely:
 - a) A Professor - Chairperson
 - b) Four Professors/Senior Faculty Members of the Institution as Members.
 - c) A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.
- (iii) Atleast one member or the Chairperson shall be a woman and atleast one member or the Chairperson shall be from SC/ST/OBC category.
- (iv) The term of the chairperson and members shall be for a period of two years.
- (v) The term of the special invitee shall be one year.
- (vi) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (vii) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (viii) The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- (ix) Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

6. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:

- (i) Each University shall appoint Ombudsperson for redressal of grievances of students of the university and colleges/institutions affiliated with the university under these regulations.
- (ii) There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- (iii) The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor (who has worked as Dean/HOD) and has 10 years' experience as a Professor at State/Central Universities/Institutions of National Importance/Deemed to be Universities or a former District Judge.
- (iv) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the Institution where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the Institution.
- (v) The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term.
- (vi) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the respective university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (vii) The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour.
- (viii) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person, not below the rank of a retired judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

7. FUNCTIONS OF OMBUDSPERSON:

- (i) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.

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- (ii) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- (iii) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- (iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

8. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

- (i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Students' Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- (iv) An aggrieved student may appear either in person or authorize a representative to present the case.
- (v) Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the university.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- (ix) The institution shall comply with the recommendations of the Ombudsperson.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

9. INFORMATION REGARDING OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Students' Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

10. CONSEQUENCES OF NON-COMPLIANCE:

The Commission shall in respect of any institution, which wilfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Students' Grievance Redressal Committee, as the case may be, proceed to take one or more of the following actions till the institution complies with these Regulations to the satisfaction of the Commission, namely:

- (a) withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- (b) withholding any grant allocated to the Institution;


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- (c) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- (d) declaring the institution ineligible to offer courses through Online/ODL mode for a specified period;
- (e) withdrawing / withholding / suspending the approval for offering courses through Online/ODL mode;
- (f) informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of the Commission, declaring that the institution does not possess the minimum standards for redressal of grievances;
- (g) recommend to the affiliating University for withdrawal of affiliation, in case of a college;
- (h) take such action as it may deem necessary, appropriate and fit, in case of an institution deemed to be University;
- (i) recommend to the Central Government, if required, for withdrawal of declaration as institution deemed to be a University, in case of an institution deemed to be University;
- (j) recommend to the State Government to take necessary and appropriate action, in case of a University established or incorporated under a State Act;
- (k) such other action as may be deemed necessary and appropriate against an institution for non-compliance.

Provided that no action shall be taken by the Commission under this regulation, unless the institution has been provided an opportunity of being heard to explain its position.

11. Nothing mentioned herein above in these regulations shall affect the continuance in office, during the currency of the term, of an incumbent Ombudsperson appointed under the provisions of the UGC (Redress of Grievances of Students) Regulations, 2019; where after, the appointment of Ombudsperson shall be made as per University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

Prof. MANISH R. JOSHI, Secy.

[ADVT.-III/4/Exty./13/2023-24]

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**STUDENT GRIEVANCE REDRESSAL
COMMITTEE
POLICY DOCUMENT**

Dr. Yashwant Moreshwar Donde Sarwajanik Shaikshanik Trust's
INDIRA MAHAVIDYALAYA, KALAMB

DIST. YAVATMAL, MAHARASHTRA 445401

Tele. (07201) 226147/226129 NAAC Accredited B+ Grade

Mob. No. Principal- 9422867658, Vice-Principal -9420199479

E mail - imvkalamb@yahoo.co.in Website – www.indiramahavidyalaya.com

Date: 02/03/2019

Student Grievance Redressal Committee Policy Document

The college has an effective Student grievance redressal committee to address grievances and complaints regarding academic activities, physical facilities, administrative services, Library and other support services and issues pertaining to individual as well as collective problems. The policy applies to all students who enrolled in the institution

This policy outlines the procedure for addressing grievances and provides guidance on how to resolve conflicts in a constructive and positive manner. If a student has any grievances related to academic procedure, he/she can get it resolved with help from the tutor in charge and the head of the department. If there are non-academic issues, the student may report it to the tutor or Head of the department but if it doesn't get resolved there, the students may approach the principal who in turn will refer it to the grievance redressal committee which constitutes members here under.

Grievance Redressal Committee collects grievances, complaints and suggestions through suggestion box as well as in oral communication with office administration. In case, if a person is unwilling to appear in front of committee, he/she may drop a complaint in suggestion box. The complaints are recorded, and discussed for solution.


Aims:

In order to ensure transparency by the institution imparting education in admissions and with paramount objective of preventing unfair practices and to provide mechanism to students for redressal of their grievances.

Objectives:

- To maintain healthy atmosphere in college.
- To encourage students to express their grievance freely and frankly.
- Advising students to respect the right and dignity of one another and prohibition of ragging in any form.


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Date: 02/03/2019

Mechanism of Students Grievances Redressal

Procedure of Registration of Complaint:

The first step is to register the compliant. The person who has a grievance should inform the concerned authority, such as the Grievance Redressal Committee the designated officer responsible for handling grievances. The complaint can be made in writing or orally, and it should clearly state the nature of the grievance and the relief sought.

Investigation and Fact –Finding:

The next is to investigate the complaint and rather all the relevant facts. The student Grievance Redressal Committee or the designated officer responsible for handling grievances will conduct an inquiry, gather evidence, and interview witness to understand the situation and determine the appropriate course of action.

Resolution:

Once the facts have been identified and analysed, the Grievance Redressal Committee responsible for handling grievances will provide a written response outlining the decision and the action to be taken. The response will be communicated to the complainant within a reasonable time frame.

Making Malicious or False Complaints:

If the complaint was made with a malicious intent, the committee shall take strict disciplinary action against the complainant. The committee has provision of action on any witness who submits false evidence or produces any forged or misleading document relating to the complaint.


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Student Grievance Redressal Committee

**Mechanisms for submission of
online/offline students' grievances**

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Complaint / Suggestion Box



Infront of the seminar hall, a complaint / suggestion box is placed

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Tele. (07201) 226147/226129 NAAC Accredited B+ Grade
Mob. No. Principal- 9422867658, Vice-Principal -9420199479
E mail - imvkalamb@yahoo.co.in Website - www.indiramahavidyalaya.com

Complaint / Suggestion Box



Infront of the college office, a complaint / suggestion box is placed

B. B. D. D.
Co-ordinator
IQAC
Indira Mahavidyalaya
Kalamb

P. B. M. M.
PRINCIPAL
Indira Mahavidyalaya
Kalamb Dist. Yavatmal

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Mechanisms for Submission of Online/Offline Student's Grievances

The college has created a simple and effective online and offline mechanism for students to register complaints regarding student grievances.

Online Grievance Submission:

shitalraut123@gmail.com

Mechanism of Student Grievance Redressal Committee

The Student Grievance Redressal Committee looks into complaints from students and works to find a timely, private solution. It seeks to address complaints of shared interest as well as those at the individual and class levels. Within the organization, the Grievance Redressal Mechanism operates at four stages.:

Procedure of Registration of Complaint:

The first step is to register the complaint. The person who has a grievance should inform the concerned authority, such as the Grievance Redressal Committee the designated officer responsible for handling grievances. The complaint can be made in writing or orally, and it should clearly state the nature of the grievance and the relief sought.

Investigation and Fact –Finding:

The next is to investigate the complaint and rather all the relevant facts. The student Grievance Redressal Committee or the designated officer responsible for handling grievances will conduct an inquiry, gather evidence, and interview witness to understand the situation and determine the appropriate course of action.

Resolution:

Once the facts have been identified and analysed, the Grievance Redressal Committee responsible for handling grievances will provide a written response outlining the decision and the action to a taken. The response will be communicated to the complainant within a reasonable time frame.

Making Malicious or False Complaints:

If the complaint was made with a malicious intent, the committee shall take strict disciplinary action against the complainant. The committee has provision of action on any witness who submits false evidence or produces any forged or misleading document relating to the complaint.


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Student Grievance Redressal Committee

**Timely Redressal of the Grievances
Through Appropriate Committees**

**INDIRA MAHAVIDYALAYA,
KALAMB
DIST. YAVATMAL**

**ANNUAL REPORT OF
STUDENT GRIEVANCE REDRESSAL COMMITTEE**


Dr. Yashwant Moreshwar Donde Sarwajanik Shaikshanik Trust's
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All the staff member and students are hereby informed that as per UGC Guideline for the session 2022-23, with the following faculty members are nominated as a member of Student Grievance Redressal Committee.

Sr. No	Name of Members	Designation	Responsibility
1	Prof. S.S Raut	Director of Physical Education	Chairman
2	Prof. S. Y. Lakhadive	Head. Dept of Home- Economics	Member
3	Dr. V.P. Mandavkar	Head. Dept. of Marathi	Member
4	Dr. D.M. Chavhan	Head. Dept. of Chemistry	Member
5	Dr. V. R. Patki	Head. Dept. of Zoology	Member
6	A. V. Bhoyar	Non -Teaching	Member
7	A. Bombekar	Student	Student Member
8	P. V. Khasare	Student	Student Member


Co-ordinator
IQAC
Indira Mahavidyalaya
Kalamb


LECTURER
INDIRA MAHAVIDYALAYA
KALAMB Dist, Yavatmal.


PRINCIPAL
Indira Mahavidyalaya
Kalamb Dist.Yavatmal

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Annual Report of Students Grievance Redressal Committee Year: 2022-23

The Student Grievance Redressal Committee facilitates the resolution of grievances in a fair and impartial manner involving the respective Department, dealing with the substantive function connected with the grievance, maintaining necessary confidentiality, student with a genuine grievance may approach to committee to submit his/her grievance in writing or send through e-mail on also.

The Student Grievance Redressal Committee held two subsequent meetings throughout the academic session 2022-23 to evaluate their performance and strategizes the future plans and actions to avoid the complaints and respectful behaviour in the campus. The committee members were taken feedback on imperative handling of Student Grievance. To realize the primary needs of the students and staff and secure civil liberties for everybody, a committee has been taken special care in this regard.

Action Taken


- The encouragement is given in the sessions to express their grievances / problems freely and frankly, without any fear of being victimized.
- Although oral grievances were reported to the class teachers and at the department level. The committee made sure that the redressal of such grievances was taken care by the class teachers and the Heads of the Departments effectively.
- To uphold the dignity of the college by ensuring strife free atmosphere in the college through promotion of cordial student-student relationship and student-teacher relationship etc.
- To provide responsive, accountable and easily accessible machinery for settlement of grievances and to take measures in the college undertakings to ensure expeditious settlement of grievances of students in order to maintain a harmonious educational atmosphere in the institute.

All relevant instructions are also provided in the prospectus in regard to avoid the complaints and discrepancy leads to maintaining discipline within and outside the college campus and the consequences of violation of any regulation.

Output

With the systematic mechanism, Student Grievance Redressal Committee coordinates, monitor and ensure redressal within the stipulated time. It takes the seriousness of grievance the and follow them up regularly till their final disposal

Due to diligent observations and campus ambience with healthy cooperation of faculty and students, there had been no single issue or complaint registered in the campus.


LECTURAR
INDIRA MAHAVIDYALAYA
KALAMB Dist, Yavatmal.


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All the staff member and students are hereby informed that as per UGC Guideline for the session 2021-22, with the following faculty members are nominated as a member of Student Grievance Redressal Committee.

Sr. No	Name of Members	Designation	Responsibility
1	Prof. S.S Raut	Director of Physical Education	Chairman
2	Prof. S.Y. Lakhadive	Head. Dept of Home- Economics	Member
3	Dr. V.P. Mandavkar	Head. Dept. of Marathi	Member
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Annual Report of Students Grievance Redressal Committee Year: 2021-22

The Students Grievance Redressal Committee is managing the problems related to stress and emotional adjustment. It has standardized, systematic arrangements within the relevant provision to provide requisite support to students, especially from rural backgrounds, female students, students from divergent cultural backgrounds, and students with special needs.

The Students Grievance Redressal Committee conveyed two subsequent meetings through the academic session 2021-22 to discuss about parameters set to refuge complaint free campus boundaries. A key decision has been implemented to conduct regular mentoring session for awareness. The committee members approved some regulations and code of conduct at college campus.

The navigation of the directions about fear free atmosphere with proper mechanism of disposal of grievances was executed.

Action Taken

- In this session the security measures were enhanced and students were encouraged to put genuine grievances which they observed in the campus and informed to the committee.
- Awareness meeting had been conducted to student's teacher's parents and other stakeholders for mechanism of grievances registration.
- The whole-hearted support from students, teacher's parents and other stakeholders the grievances had not been occurred.
- It had been regular practice to visit the campus randomly in college hours by the committee members. The members conduct an overall check to ensure the safety and well-being of the students. The environment is student friendly and conducive to avoid victimization of the student.

Output

Because of whole hearted intention to prevent grievances and with the support of all stake holders and cognizance among students, The Student Grievance Redressal Committee has not received single issue or complaint in the campus.


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All the staff member and students are hereby informed that as per UGC Guideline for the session 2020-21, with the following faculty members are nominated as a member of Student Grievance Redressal Committee.

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1	Prof. S.S Raut	Director of Physical Education	Chairman
2	Prof. S.Y. Lakhadive	Head. Dept of Home- Economics	Member
3	Prof. R.T. Ade	Head. Dept. of Marathi	Member
4	Dr. V.P. Mandavkar	Dept. of Marathi	Member
5	Prof. D.S. Patil	Head. Dept. of Political	Member
6	Dr. D.M. Chavhan	Head. Dept. of Chemistry	Member
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8	A.V. Bhoyar	Non -Teaching	Member
9	A.S. Mule	Student	Student Member
10	A.V. Chamte	Student	Student Member


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Phy. Edu. Dept
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Annual Report of Students Grievance Redressal Committee
Year: 2020-21

The function of the cell is to look into the complaints lodged by any student, and judge it with fair means. The Grievance cell is also empowered to look into matters of harassment, discrimination etc. Anyone with a genuine grievance may approach the department members in person, or in consultation with the class in-charge.

In ongoing COVID -19 pandemic the two virtual meetings were conducted to decide the policies and mechanism of grievances and its redressal with future endeavours for the current session. The implementation on cases from student side must be attended promptly on receipt of written grievances from the students was discussed collaboratively.


Action Taken

- The Student Grievance Redressal Committee set proper mechanism to look into the matter and act upon those cases which have been forwarded along with the necessary procedure. In academic session Student Grievance Committee arranged the awareness through virtual guidance programme.
- In the pandemic period Student Grievance Redressal Committee stimulates the regulations for the institution, in accordance with the prevailing regulations of UGC and various statutory bodies.
- The successful resolutions underscore the commitment Student Grievance Redressal Committee fostering supportive ambience in college campus.

Output

To promote inclusive platform for student expression the departmental meetings were conducted. Through this conducive the complaint from student side had not been registered.


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Annual Report of Students Grievance Redressal Committee Year: 2019-20

The Students Grievance Redressal Committee is formulating the policy to investigate and review complaints or grievances of students and faculties and creating awareness to report grievances. It is the duty of committee to investigate the cause of grievances.

Two subsequent meetings were called in this session. The purpose of the meeting was to take overall review Student Grievance Redressal Committee and future endeavour for safety and security within campus. The effective plan was chalk out to make the environment student friendly and conducive for studying and communicating with their fellow.

Action Taken

- In this academic session it has been decided to provide support to the students in the form of attending to their queries/ grievances if any and helping them with suitable guidance and counselling and managing the problems related to stress and emotional adjustment.
- It has standardized, systematic arrangements within the relevant provision of ordinances to provide requisite support to students, especially from rural backgrounds, female students, students from divergent cultural backgrounds, and students with special needs.
- Students Grievance Redressal Committee was always striving to uphold the dignity of the College by ensuring strife free atmosphere in the College through promotion of cordial relationship within campus.

Output

Student Grievance Redressal Committee implemented systematic mechanism to coordinate, monitor and ensure redressal within the stipulated time. It takes the seriousness of grievance the and follow them up regularly till their final disposal

In the follow up meetings on the subsequently The Students Grievance Redressal Committee has found that no complaints have been reported by the student.


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All the staff member and students are hereby informed that as per UGC Guideline for the session 2018-19, with the following faculty members are nominated as a member of Student Grievance Redressal Committee.

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1	Prof. S.S Raut	Director of Physical Education	Chairman
2	Prof. S.Y. Lakhadive	Head. Dept of Home- Economics	Member
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**Annual Report of Students Grievance Redressal Committee
Year: 2018-19**

To prevent and eliminate incidents within the college premises and, in the neighbourhood the Student Grievance Redressal Committee arranged the awareness through various activities. The informal talk was organized in this academic session. The committee members are active to provide emergency support to the students by the means of counselling and mentoring.

Student Grievance Redressal Committee conducted two meetings aiming to furnish the safeguards against incidents. The participatory discussion leads to direct the hassle-free ambience within college campus.

An Awareness meeting was conducted for the parents and other stakeholders to maintain the conducive ambience in the college.


The formation and deployment of statutory action within campus is reverberated.

Action Taken

- To promote a culture of respect, empathy, and camaraderie among students, and tighten vigil against any mishappening in the college campus various disciplinary and statutory actions are announced in the induction programme of college.
- The committee formulated the policy to investigate and review complaints or grievances of students and ensure effectual solution depending upon the gravity of the grievance.
- The sensitization campaign was enforced to register complaint or barrier issues in studying as and when existed in the campus.

Output

The standardized, systematic arrangements within the relevant provision to provide requisite support to students, especially from rural backgrounds, female students, students from divergent cultural backgrounds, and students with special needs are incorporated within college campus. From this Students Grievance Redressal Committee is pleased to say that there is no single issue or complaint registered in the campus


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**INDIRA MAHAVIDYALAYA,
KALAMB
DIST. YAVATMAL**

**STUDENT GRIEVANCE REDRESSAL COMMITTEE
MEETING NOTICE**

Dr. Yashwant Moreshwar Donde Sarwajanik Shaikshanik Trust's
INDIRA MAHAVIDYALAYA, KALAMB

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Student Grievance Redressal Committee

Year: 2022-23

Notice - I

Date: 16 August 2022

All the members of Student's Grievance Redressal Committee are hereby informed that the meeting is called on 18 August 2022 at 1.30p.m. with all members of committee at Principal's Office This meeting will be presided by the principal.

All the members are requested to attend the meeting without fail

Agenda of Meeting:

- To read and confirm the previous minutes of the meeting.
- To discuss disciplinary rule for any mishappening or misconduct in the campus.
- To ensure the safety and security of girl's students
- As there is not a single complaint has been lodged by the student in the session 2022-23.

Copy to –

Principal, Notice Board, All Committee Members


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Director
Phy. Edu. Dept
Indira M.V. Kalamb


Co-ordinator
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Student Grievance Redressal Committee

Year: 2022-23

Notice – II

Date: 2 January 2023

All the members of Students Grievance Redressal Committee are hereby informed that the subsequent meeting is scheduled on 3 January 2023 at 1.30p.m. with all members of committee at Principal's Office. The meeting will preside by the principal of the college.

Agenda of Meeting:

- To read and confirm the previous minutes of the meeting.
- To maintain the dignity of the college by ensuring strife free atmosphere in the college
- To promote the cordial Student- relationship and Student mentorship within campus.

Copy to –

Principal, All Committee Members Notice Board


LECTURER
INDIRA MAHAVIDYALAYA
KALAMB Dist, Yavatmal,


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Student Grievance Redressal Committee

Year: 2021-22

Notice – I

Date: 19 September 2021

All the members of Student's Grievance Redressal Committee are hereby informed that the meeting is called on 20 September 2021 at 1.30p.m. with all members of committee at Principal's Office This meeting will be presided by the principal.

All the members are requested to attend the meeting without fail

Agenda of the Meeting:

- To conduct Awareness meeting the student's teacher's parents and other stakeholders for mechanism of grievance registration.
- To frame t the parameter for conducive environment to student for studying and communicating with their fellow.
- To navigate the directions about fear free atmosphere with proper mechanism of disposal of grievance

Copy to –

Principal, Notice Board, All Committee Members


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Student Grievance Redressal Committee

Year: 2021-22

Notice – II

Date:18 February 2022

All the members of Students Grievance Redressal Committee are hereby informed that the subsequent meeting is scheduled on 19 February 2022 at 1.00p.m. with all members of committee at Principal's Office. The meeting will preside by the principal of the college.

Agenda of the Meeting:

- To discuss on the vigilance and supervision of campus
- To arrange the various activities for grievance redressal mechanism
- To make provision of student amenities as may have been promised or required in institution

Copy to –

Principal, All Committee Members Notice Board


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KALAMB Dist, Yavatmal


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Student Grievance Redressal Committee

Year: 2020-21

Notice – I

Date: 16 September 2021

All the members of Students Grievance Redressal Committee are hereby informed that the meeting is called on 17 September 2020 at 1.30p.m. with all members of committee at Principal's Office This meeting will be presided by the principal.


All the members are requested to attend the meeting without fail

Agenda Virtual Meeting:

- To conduct planning about empowerment of fresh students within the campus
- To discuss about conducive environment to student for studying and communicating with their fellow.
- To justify the regulations of Students Grievance Redressal Committee

Copy to –

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Student Grievance Redressal Committee

Year: 2019-20

Notice – I

Date: 13 August 2019

All the members of Students Grievance Redressal Committee are hereby informed that the meeting is called on 14 August 2019 at 12.30p.m. with all members of committee at ICT room This meeting will be presided by the principal.


All the members are requested to attend the meeting without fail

Agenda of the Meeting:

- To sensitize students about the Student Grievance Redressal Mechanism
- To develop policy towards accountable and easily accessible ambience among the student's teacher's parents and other stakeholders regarding grievances
- To arrange the various activities for orientation of students in the campus

Copy to –

Principal, Notice Board, All Committee Members


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Student Grievance Redressal Committee

Year: 2019-20

Notice – II

Date:8 February 2020


All the members of Students Grievance Redressal Committee are hereby informed that the subsequent meeting is scheduled on 09 February 2020 at 1.30p.m. with all members of committee at Principal's Office. The meeting will preside by the principal of the college.

Agenda of the Meeting:

- To organize the talk on awareness of fear free atmosphere
- To develop tolerance policy among the campus
- to make aware about to respect the rights and dignity of staff and student fellow
- To arrange the various activities for promotion of togetherness within college campus

Copy to –

Principal, All Committee Members Notice Board


LECTURAR
INDIRA MAHAVIDYALAYA
KALAMB Dist, Yavatmal.


Co-ordinator
IQAG
Indira Mahavidyalaya
Kalamb

Dr. Yashwant Moreshwar Donde Sarwajanik Shaikshanik Trust's
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Student Grievance Redressal Committee

Year: 2018-19

Notice – I

Date: 03 August 2018

All the members of Students Grievance Redressal Committee are hereby informed that the meeting is called on 04 August 2018 at 12.30p.m. with all members of committee at NAAC room This meeting will be presided by the principal.


All the members are requested to attend the meeting without fail

Agenda of the Meeting:

- To organize detailed orientation program for student and staff
- to form and deploy statutory action within campus
- To make discussion on to promote a culture of respect, empathy

Copy to –

Principal, Notice Board, All Committee Members


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Student Grievance Redressal Committee

Year: 2018-19

Notice – II

Date:3 February 2019


All the members of Students Grievance Redressal Committee are hereby informed that the subsequent meeting is scheduled on 4 February 2019 at 1.30p.m. with all members of committee at Principal's Office. The meeting will preside by the principal of the college.

Agenda of the Meeting:

- To prevent and eliminate the worse incidents within the college premises
- To discuss on the measures on prohibition of misconduct and mishappening in the college premises
- To make conducive ambience among the student and staff

Copy to –

Principal, All Committee Members Notice Board


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INDIRA MAHAVIDYALAYA
KALAMB Dist, Yavatmal.


Co-ordinator
IQAC
Indira Mahavidyalaya
Kalamb

**INDIRA MAHAVIDYALAYA,
KALAMB
DIST. YAVATMAL**

**MINUTES OF THE MEETING
STUDENT GRIEVANCE REDRESSAL COMMITTEE**

Dr. Yashwant Moreshwar Donde Sarwajanik Shaikshanik Trust's
INDIRA MAHAVIDYALAYA, KALAMB
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Student Grievance Redressal Committee
I - Minutes of the Meeting
Year: 2022-23


Date: 18/08/2022

First meeting of the Students Grievance Redressal Committee for the academic years 2022-23 held on 18 August 2022, in the principal's office. The meeting will preside by the principal, list of the members present attached herewith.

Minutes of the Meeting:

- The previous minutes of the meeting were read and confirmed.
- A thoroughly discussion has been taken on the disciplinary and to avoid the misconduct in the campus.
- The girl's student's safety and security measures were reviewed and analysed.

The committee is pleased to announce that there is not a single complaint has been lodged by the student in the session 2022-23 and regard to all the members present.


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Student Grievance Redressal Committee

II - Minutes of the Meeting

Year: 2022-23


Date: 03/01/2023

Second meeting of the Students Grievance Redressal Committee for the academic years 2022-23 held on 3 January 2023, in the principal's office. The meeting will preside by the principal, list of the members present attached herewith.

Minutes of the Meeting:

- The minutes of the meeting were read and confirmed
- the discussion has been taken on the maintenance of the dignity of the college by ensuring strife free atmosphere in the college.
- To promote the culture of cordial student- relationship and student mentorship within campus is ensured by taking the measures to sustain it.

The committee is pleased to announce that there is not a single complaint has been lodged by the student in the session 2022-23 and regard to all the members present.


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Student Redressal Committee

Minutes of the Meeting- I

Year: 2021-22

Date: 20/09/2021

First meeting of the Students Grievance Redressal Committee for the academic years 2022-23 held on 20 September 2021, in the principal's office. The meeting will preside by the principal, list of the members present attached herewith

Minutes of the Meeting:

- The resolution has been passed to conduct awareness meeting the student's teacher's parents and other stakeholders for mechanism of grievance registration.
- The decision has been taken on to frame t the parameter for conducive environment to student for studying and communicating with their fellow.
- It was decided to navigate the directions about fear free atmosphere with proper mechanism of disposal of grievances.

The committee is pleased to announce that there is not a single complaint has been lodged by the student in the session 2021-22 and regard to all the members present.


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Student Grievance Redressal Committee

Minutes of the Meeting – II

Year: 2021-22

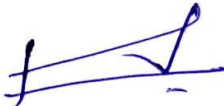
Date: 19/02/2022

Second meeting of the Students Grievance Redressal Committee for the academic years 2021-22 held on 19 Feb 2022, in the principal's office. The meeting will preside by the principal, list of the members present attached herewith.

Minutes of the Meeting:

- The policy regarding the vigilance and supervision of campus is discussed and the decision on the essential measures has been initiated.
- It has been decided to conduct the orientation program on grievance redressal mechanism
- The decision on the commitment of providing student amenities as promised or required in institution is reviewed and fulfilled.

The committee is pleased to announce that there is not a single complaint has been lodged by the student in the session 2021-22 and regard to all the members present.


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Student Grievance Redressal Committee

Minutes of the Meeting – I

Year: 2020-21

Date: 17/09/2020

First meeting of the Students Grievance Redressal Committee for the academic years 2020-21 held on 17 September 2020, in the principal's office. The meeting will preside by the principal, list of the members present attached herewith.

Minutes of the Meeting:

- The decision has been taken to conduct planning about empowerment of fresh students within the campus
- The resolution has been passed to enhance conducive environment to student for studying and communicating with their fellow
- The circulation of the regulations of Students Grievance Redressal Committee is propagated in the campus.

The committee is pleased to announce that there is not a single complaint has been lodged by the student in the session 2020-21 and regard to all the members present.


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Student Grievance Redressal Committee
Minutes of the Meeting – I
Year: 2019-20

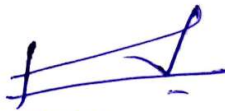
Date: 14/08/2019

First meeting of the Students Grievance Redressal Committee for the academic years 2019-20 held on 14 August 2019, in the ICT room. The meeting will preside by the principal, list of the members present attached herewith.

Minutes of the meeting:

- The committee has taken decision on sensitization of students about the Student Grievance Redressal Mechanism
- It is decided to develop policy towards accountable and easily accessible ambience among the student's teacher's parents and other stakeholders regarding grievances
- the committee members decided to arrange the various activities for orientation of students in the campus

The committee is pleased to announce that there is not a single complaint has been lodged by the student in the session 2019-20 and regard to all the members present.


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Student Grievance Redressal Committee
Minutes of the Meeting – II
Year: 2019-20

Date: 09/02/2020

Second meeting of the Students Grievance Redressal Committee for the academic years 2019-20 held on 09 February 2020, in the principal's office. The meeting will preside by the principal, list of the members present attached herewith.

Minutes of the Meeting:

- It has been decided to organize the talk on awareness of fear free atmosphere.
- The decision has been taken to develop tolerance policy among the campus so that it helps to acquire the fear free ambience
- The review talk was initiated to arrange the various activities for promotion of togetherness within college campus.

The committee is pleased to announce that there is not a single complaint has been lodged by the student in the session 2019-20 and regard to all the members present.


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Student Grievance Redressal Committee
Minutes of the Meeting – I
Year: 2018-19

Date: 04/08/2018

First meeting of the Students Grievance Redressal Committee for the academic years 2018-19 held on 04 August 2018, in the NAAC room. The meeting will preside by the principal, list of the members present attached herewith.

Minutes of the meeting:

- The minutes of the meeting were read and confirmed
- It has been decided to form and deploys statutory action within campus
- It is the culture of college to promote a culture of respect, empathy so the parameters are set and hon'ble chairperson is advised to take initiatives about it.

The committee is pleased to announce that there is not a single complaint has been lodged by the student in the session 2018-19 and regard to all the members present.


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Student Grievance Redressal Committee

Minutes of the Meeting – II

Year: 2018-19

Date: 04/02/2019

Second meeting of the Students Grievance Redressal Committee for the academic years 2018-19 held on 4 February 2019, in the principal's office. The meeting will preside by the principal, list of the members present attached herewith.

Minutes of the Meeting:

- The minutes of the meeting were read and confirmed
- It has been decided to form regulations and policies for prevention and elimination of worse incidents within the college premises.
- An orient talk was conducted to set the measures on prohibition of misconduct and mishappening in the college premises
- As per the suggestion of stakeholders the decision has been taken to make conducive ambience among the student and staff.

The committee is pleased to announce that there is not a single complaint has been lodged by the student in the session 2018-19 and regard to all the members present.


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