


**M. S. P. Mandal's  
Shivchatrapati College, Aurangabad  
Internal Quality Assurance Cell**



**STUDENT REDRESSAL AND GRIEVANCES POLICY**



  
**Principal  
Shivchatrapati College,  
Aurangabad**

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## **Student Grievances and Redressal Policy**

M. S. P. Mandal's Shivchhatrapati College, Aurangabad has a student grievances and redressal policy at prime place. The cell cares to provide solutions and relief to the students having grievances. College has a well-developed mechanism to deal with the grievances of the students.

The Student Redressal and Grievances Cell functions with following certain processes and procedures to solve the issues and problems of students at the college campus. It works effectively and tries to bring a positive response and assistance for all sorts of learners of the college.

The establishment, working and functioning of the cell follows guidelines of the affiliating university for resolving the student grievances. The cell has specific stipulations. The cell was constituted as per the suggestions offered by the affiliating university. The university had made references to the State Government of Maharashtra Gazette dated 25<sup>th</sup> Feb, 2019. The college adhered to the directives of the said notification and the circular received from the affiliating university dated 26.07.2019.



  
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The Student Grievances and Redressal Policy of the institute mainly works in the following areas:

<b>Type of the Grievances</b>	<b>Specifications</b>
Academic	<ul style="list-style-type: none"><li>• Admissions</li><li>• Examinations</li><li>• Internal Assessment &amp; evaluation</li><li>• Library services</li></ul>
Campus and Maintenance	<ul style="list-style-type: none"><li>• Canteen</li><li>• Internet</li><li>• Computer facilities</li><li>• Water</li><li>• Sanitation</li><li>• Medical facilities</li></ul>
Placement & Internship	<ul style="list-style-type: none"><li>• Soft skill training</li><li>• On and Off campus</li></ul>
General Administration	<ul style="list-style-type: none"><li>• Online fees payment</li><li>• Collection of fees</li><li>• Scholarship</li><li>• Other complaints</li></ul>

**Formation of the Student Grievances and Redressal Cell:**

The cell is headed by the principal of the college, a senior faculty member as a coordinator and a few committee members who can solve the issues of students. Besides, there is a student member representative mainly the secretary of Students' Council.



  
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### **Aims and objectives of the cell:**

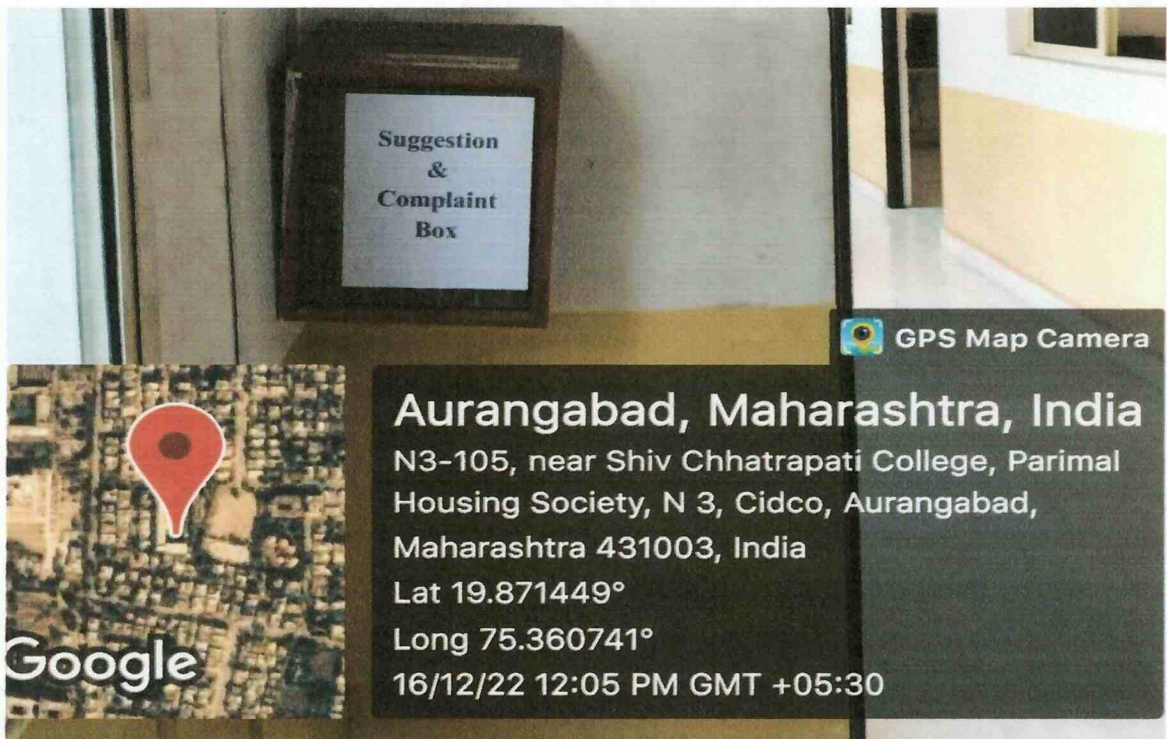
- To provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereof (Quoted from Gazette of India, 6<sup>th</sup> March, 2019).
- To provide opportunity to students to register their complaints regarding any aspect of the college services.
- To establish and run a systematic process and procedure to receive grievances from students.
- To process each complaint/grievance by the students leading to positive outcome of it aiming at satisfaction of the concerned student.
- Document the process and each aspect of students' grievances and make use of the same to develop certain systems for avoiding the problems in future.
- To suggest and recommend the outcomes for higher concerned authorities for the changes / improvement.



  
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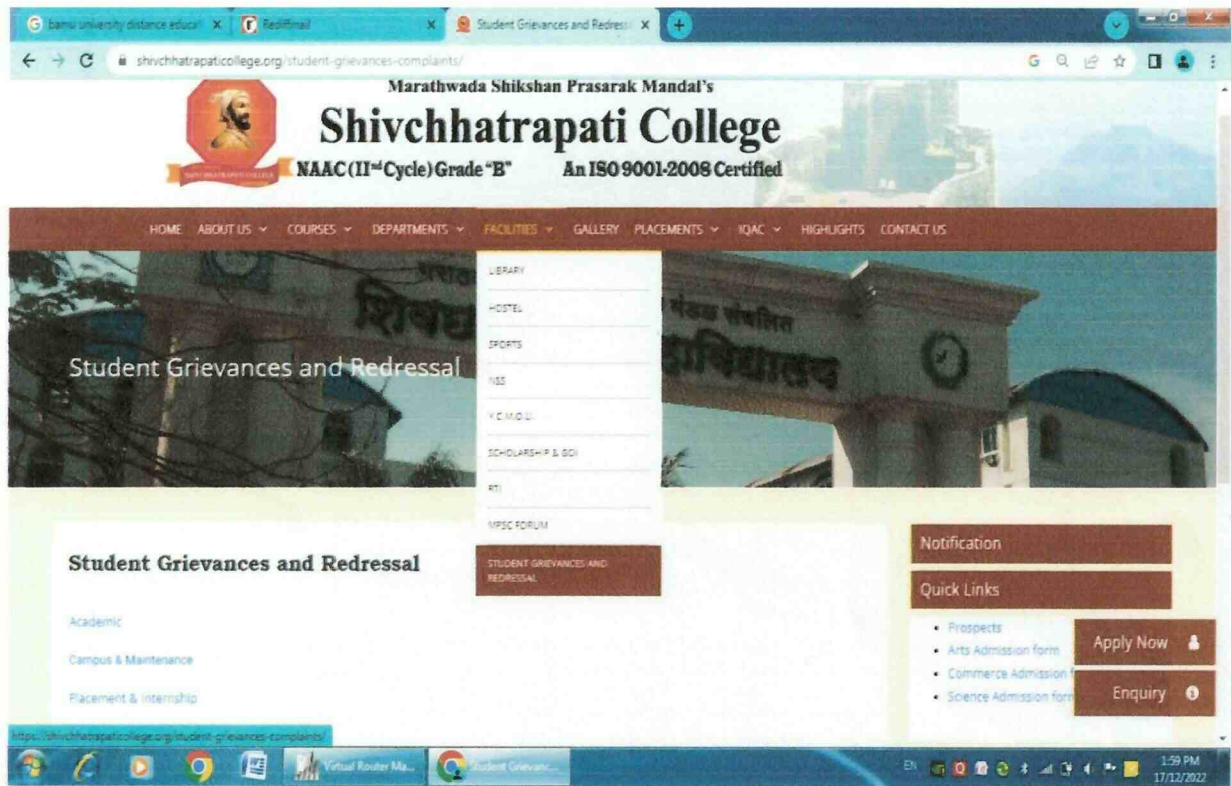
**Standard Operating Procedure (SOP)  
for  
Student Grievances Redressal Mechanism**

- A student can provide suggestions and complaints through offline as well as online mode. Student can register the complaint in suggestion / complaint box placed within prominent places in college campus.
- If the student does not want to disclose his / her name, the concerned student can register the complaints / suggestions in the suggestion box:



  
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<https://shivchhatrapaticollege.org/student-grievances-complaints/>



- Student is also free to register complain to the concerned department.
- Upon receipt of complaint, the coordinator of the Student Redressal and Grievances cell necessary action to solve the issues addressing the concerns while keeping the Chairperson, GRC are maintained.

**a. Option 1 which can be exercised on routine operation:**

- The coordinator can address the issue directly with the help of the concerned department.
- The complainant can be apprised of the actions taken or the work-in-progress in a timely manner.
- On successful resolving the issue, the coordinator of student redressal and grievances will send a final update to the complainant.



  
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**b. Option 2 which can be exercised in matters of very serious concern and upon consultation with the Chairperson:**

- Coordinator can arrange a special meeting of the GRC cell with the permission of Principal. The quorum for the meeting is 5 (Five).
- The cell, as required, may also call for a deposition by the complainant and the person/representatives from the department against which the complaint has been made.
- Final decision of the GRC has to be communicated to the student within 10 to 15 days of the receipt of the complaint.
- Coordinator of the cell communicates decisions to the concerned parties.

Coordinator of the GRC maintains an updated record of all complaints, actions taken and closure status and the same will be communicated to the chairman time to time.

**❖ Redressal of internal examination grievances:**

- College follows academic calendar of university and that of the internal examination committee year-wise. University declares results normally within 30 days of the term end examination. Examination related grievances are solved within minimum time. Student performance is evaluated mainly in terms of internal tests / quizzes / theory and practical university examinations.
- The student performance in the internal tests / quizzes is evaluated and discussed in regular classes.
- For students' grievances pertaining to the internal examinations, students contact to the concerned teacher / Head of the Department or



  
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Vice Principal. If the student is not satisfied with the grievances at these levels, he/she may contact to the Principal.

- If the issue is not resolved, the Principal refers it to the chairperson of the internal examination cell. The chairperson / members of the internal examination committee recommend proper decision in order to solve the grievances always in favor of students.


❖ **Redressal of university examination grievances:**

After declaration of the university examination, the student grievances related with the marks obtained can be resolved at five stages:


- The students' needs to pay Rs. 200 fees per paper and apply for the redress process.
- The college then submits the student application examination office of university.
- The student can get photocopy of his/her answer sheet.
- The student gets teacher and Principal forwarding letter which is then submitted to the university.
- University appoints a student redressal cell, which solves the student grievances pertaining to the marks secured.

The internal grievances are also overviewed through student feedback on the evaluation process and necessary actions are taken.

  
**Coordinator**  
IQAC Co-ordinator  
Shivchhatrapati College,  
N-3, CIDCO, Aurangabad-431003 (M.S.)

  
**Coordinator**  
Student Grievances and Redressal Cell  
Shivchhatrapati College, Aurangabad



  
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Shivchhatrapati College,  
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