

STUDENTS GRIEVANCE COMMITTEE

New Education Society's Arts, Commerce and Science College, Lanja has constituted Students Grievance Committee as per guideline laid by the UGC (University Grant Commission (Grievance Redressal) Regulations, 2012). The committee has been constituted with seven members to review the grievances of college students.

Preamble:

The goal of "The Students Grievances Committee" is to maintain a supportive, comprehensive learning educational environment. By explaining and persuading the grievance procedure in accordance with the college's rules and regulations, the committee allows a student to express their grievances. In a strictly confidential way, the Students Grievance Redressal Committee investigates and evaluates the nature and trend of the complaints. The notion of the "right to be heard and right to be treated without bias" has received emphasis on fairness.

Objectives:

1. To assist students who have been denied access to college services to which they are entitled.
2. To teach college staff members to be polite, responsible, and responsive when speaking with students.
3. To ensure that complaints from students are resolved effectively and fairly.

Functions:

1. Redress of Student Complaints to address academic administrative issues.
2. Coordinating the resolution of the complaint between the department and the students.
3. Providing the Students with direction on how to solve their issues.



Constitution of the Students Grievance Redressal Committee:

Sr. No.	Name	Designation	Contact Number
1	Dr. Arvind Samb Kulkarni	Principal	9823338708
2	Dr. Rajiv B. Kamble	Coordinator	8087350074
3	Dr. Suvarna Anant Deuskar	Member	9970202150
4	Mr. Dhanajay Madhukar Kshirsagar	Member	7721068700
5	Dr. Vikrant Balkrishna Berde	Member	7387766390
6	Dr. Machindra Lahu Kumbhar	Member	9922543074
7	Dr. Ranjan Suresh Khatu	Member	9420910941

Mechanism:

The complaints made by the student are addressed by this committee. Anyone with a general complaint is welcome to speak with the principal and other SGRC members. If the student refuses to appear in person, a written grievance may be placed in the administration building's Complaint Box. On the college website, the SGRC has a section for online complaints.

Students are urged to remember that filing a complaint is significant; therefore they must exercise this authority responsibly. At the same time, the college guarantees students that their identities won't be revealed to anyone and that any complaints would be handled in confidence.

The complaint management mechanism is carried out in two levels in this college:

1. The mentor and department head, a credentialed teacher, handles grievances at the departmental level.
2. Departmental level issues that cannot be handled are forwarded to the college's SGRC. The student can then take their issues to the institution's SGRC.

Issues are resolved by the committee, guided by Ho. Principal, in conjunction with management, parents, and faculty, depending on the nature of the complaint. The Management, HOD, Class Teachers, Various Staff Coordinators, and Students' Grievance Redressal Committee shall work together to handle concerns quickly and fairly.



Dr. Arvind S. Kulkarni
Principal
M.Sc. Ph.D.
F.I.A.E.S., F.Z.S.I. D.Litt.

Nana Vanjare Vidyanagari
New Education Society's



ARTS, COMMERCE AND SCIENCE COLLEGE, LANJA

Re-accredited by NAAC (India) ('A' Grade - 3.02 CGPA)

ISO 9001:20015 Certified Institution

"Best College" University of Mumbai 2012-13

Steps to Follow When Logging Complaints:

1. The student may compose their complaint and place it in the complaint box using the template provided (found in Office).
2. On the college website, students can also file an online grievance redress form.
3. Please refer to UGC Notifications as UGC Regulations, 2012 for more information.



Format of Grievance:

Fill the Grievance Form as per the details mentioned below.

Name of Student: _____

Class: _____

Roll No.: _____

Department: _____

Address: _____

Mobile No.: _____

Nature of Grievance:

Academic:

Financial:

Library:

Office:

Ragging:

Harassment:

Examination & result:

Any Other: _____

Details of the Complaint:


Coordinator
SGRC


Coordinator
IQAC




Principal
Principal
Lanja, Dist. Ratnagiri (Maharashtra)