

## **SAL EDUCATION STUDENTS' GRIEVANCE REDRESSAL POLICY**

### **Purpose**

The Students Grievance Redressal System is a new initiative taken by the Institute that facilitates students / complainants to lodge his or her grievance, send reminder and view status on action taken with regard to their grievance(s). The basic aim of the portal is to ensure transparency in admissions, prevent unfair practices in higher educational institutions and provide a mechanism for redressal of their grievances.

The system also facilitates the universities to search and browse grievances lodged against their university and post action taken against the complaints on the portal as well as contact the complainant directly through e-mail, phone or by post.

The Student's Grievance Cell desires to promote and maintain a conducive and unprejudiced educational environment. The objectives of Students Grievance Cell include the following:

1. To support, those students who have been deprived of the services offered by the College, for which he/she is entitled.
2. To make officials of the College responsive, accountable and courteous in dealing with the students.
3. To ensure effective solution to the student's grievances with an impartial and fair approach.

The Cell enables a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College. 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".

During the year no such major grievances were received. Grievances otherwise received were forwarded to the viceprincipals for immediate redressal. In all such cases prompt action were taken and the matter sorted out. In all cases the aggrieved student was informed of the measures taken and checks in the system were introduced to ensure there was no repetition of the same.

### **Objectives of Students' Grievance Cell**

1. To support, those students who have been deprived of the services offered by the college, for which he / she is entitled.
2. To make officials of the college responsive, accountable and courteous in dealing with the students.
3. To ensure effective solution to the students' grievances with an impartial and fair approach.



## D) Classification OF Grievances

1. The classification of grievances will be followed by all for redressal
  2. The student may also register his/her grievance / query / complaint, online on portal , using his official ID & password.
  3. Any grievance not resolved within time frame moves to the next level.
  4. The grievance has to be addressed to Grievance Redressal Cell , on mail and the student should ensure following basic information in that communication :
    - a. His or her enrolment number.
    - b. The specific details of grievance.
    - c. The expected results or the impact of the grievance , if possible but not mandatory.
- Receipt & Acknowledgement
  - Segregation & Classification.
  - Assigning responsibility to solve

### Review Committee

- First Response to student with time frame.
- Analysis of Grievance- Query- View.
- Data collection to find the impact of issue raised.
- Submission of data- analysis to committee.
- Final approval on actions & compliance by PO

### Process Owners

- Evaluate the grievance-query-view.
- Submit his first hand view on it to review committee.
- Solve & submit actions taken to review committee.

### Audit Team

- Investigation of Grievance.
- Find causes, consequence & impact.
- Categorise grievance based on its gravity.
- Recommend final course of action for long term solution of the grievance

### Closure & Approval

- Collection of all data from I to 4 parts.





- Final check on actions taken by Presiding Officer.
- Study recommendation of Audit Team.
- Approve Final Course of Action.
- Ask CSR to share with students the solution & get his feedback.

### **Functions**

1. Redressal of Students' Grievances to solve their academic and administrative problems.
2. To co-ordinate between students and Departments / Sections to redress the grievances.
3. To guide ways and means to the students to redress their problems.

### **Students' Grievance Procedure**

The grievance procedure is a machinery to sort out the issues between student and college. It is a means by which a student who believe that, he / she has been treated unfairly with respect to his / her academic / administrative affairs or is convinced to be discriminated is redressed. It is a device to settle a problem. It enables to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college. It involves a process of investigation in which 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Matters are disclosed to only those, who have a legitimate role in resolving the matter. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias". The students are ought to lodge their grievances in the prescribed form available with their Vice-Principal (s) / Dean (s) of the respective department. The form, duly filled, is required to be submitted in the drop box placed outside the Principal's office. The secretary in turn intimates the matter to the committee for necessary action. Final report based on grievance received and resolved will be submitted to the Principal and further course of action will be decided and the same shall be intimated to the students.

### **Exclusions**

SGC shall not entertain following issues.

1. Decisions of the Academic Council / Board of studies and other academic / administrative committees constituted by the college.
2. Decisions with regard to award of scholarships / fee concessions / awards / medals.
3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the college in admissions of my courses.
5. Decisions of the competent authority on assessment and examination result.



### Grievance Committee and its members:

**Establishment of Grievance Redressal Committee in the Institution and appointment of OMBUDSMAN has been done as per the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulations, 2012, F No. 37-3/Legal12012, dated 25.05.2012**

S No	Name of the committee Member	Profession	Position	Mobile No
1	Dr Rupesh P Vasani,	Educationalist	Chairperson	9925195818
2	Ms Neelima Shah	Educationalist	Coordinator	9925195818
3	Prof Bharat Dalal	Educationalist	Member	9898271251
4	Dr Viral Bhatt	Educationalist	Member	9925195819
5	Dr Sameer Shah	Educationalist	Member	9925195856
6	Ms. Ramanjyot Shrivastava	Educationalist	Member	9925195838
7	Dr Bhavna Soni	Educationalist	Member	9913714313
8	Dr Monika Swamy	Educationalist	Member	9879405978
9	Mr Madhusudan Joshi	Non Teaching	Member	9099971712

The committee upon receipt of any grievance will decide who will work at what level of committee for the purpose stated above.

During the Year no Such Major Grievances Were Received. Grievances otherwise Received were forwarded to the vice – Principals for Immediate Redressal. In all such cases prompt action were taken and the matter sorted out. In all cases the aggrieved was informed of the measures taken and checks in the system were introduced to ensure there was no repetition of the same.

*N. S. Shah*

