

## **Student Grievance Redressal Committee 2020-21**

As per the guidelines given by UGC, Student Grievance Redressal Committee (SGRC) was constituted with five members to review into students' grievances.

### **Introduction;**

The Student Grievance Redressal Committee desires to promote and maintain conducive and unprejudiced educational environment. The Committee 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 Redressal Committee" 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**".

### **Objectives:**

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.

### **Functions:**

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

### Constitution of Committee:

Sr. No.	Name	Designation	Contact Number
1	Dr. B. T. Jadhav	Principal	9421215973
2	Dr.Mrs. S. T. Mahanwar	Coordinator	9921430762
3	Dr. B. A. Kore	Member	9422035130
4	Mr. R.V. Yadav	Member	9850092190
5	Mr. Aditya More	Student Representative	9975399966

### Mechanism:

This Committee works towards resolving the complaint lodged by the student. Anyone with a genuine grievance may approach to the Principal and members of SGRC. In case the student is unwilling to appear in person, written grievance may be dropped in the 'Complaint Box' situated in the administrative building of the institution. A provision for online grievances is available at Grievances Portal on college website *ycis.ac.in*

Students are requested to note that making a complaint is serious and therefore, they are to use this power in a responsible manner. At the same time, the college assures students that their identity will not be disclosed to anyone and once a complaint is made, it will be treated with confidentiality.

The complaint management mechanism is carried out in two levels in the institution:

1. At the departmental level, grievances are attended by the concerned teachers who are mentors and head of the department.
2. Unresolved grievances at the departmental level are referred to the Student Grievance Redressal Committee of the institution. The students, then can approach the Student Grievance Redressal Committee of the institution with their complaints.

Depending on the seriousness of the problem, the issues are resolved by the Committee under the guidance of Hon. Principal, in consultation with other members of the management, parents and faculty. The collective efforts of the management, Head of the departments, class teachers, various staff coordinators and the Student Grievance Redressal Committee, will tackle the complaints promptly and efficiently in fair manner.

- **Procedure for Lodging Complaint:**

1. Student can write the complaint in the prescribed format (*Available in Library*) and drop them in the complaint box.
  2. Students can submit online Grievance redressal form. *Online portal on College website*
- For details see the UGC notifications attached herewith.

Form for Grievances: [Link will be provided on "yais.ac.in" website]

Fill this form to communicate your grievances.

1. Name of the Student: -----

2. Address: -----

3. Email: -----

4. Mobile Number: -----

5. Class: -----

6. Roll Number: -----

7. Department: -----

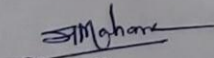
8. Nature of Grievance:

- a) Academic b) Financial c) Library d) Accommodation e) Harassment f)  
Examination and Result g) Any other

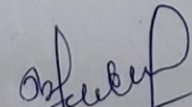
9. Details of the Complaint: -----

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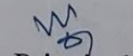
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Coordinator

SGRC

  
Coordinator

IQAC

  
Principal

Y. C. I. S. Satara