



# GOODWILL INTERNATIONAL FOUNDATION'S

## Shree Jaya Anand Commerce & Science Senior College (Night)

G. B. Road, Beside Kumbha Hospital, Charai, Thane (W) - 400 601. college Code – 1153

### **Student Grievance Policy**

### **Grievance Redressal Cell**

As per UGC notification on the creation of Grievance Redressal Mechanism in the affiliated college, Our College has established Grievance Redressal Cell to address various problems, concern, dispute or complaint or suggestion (s) related to academics or the environment, in the college premises on student front. We acknowledge that in College the students may have concern about the behavior of others or the decisions of others or may have suggestions. Therefore our committee promotes timely and transparent resolution of these issues/ suggestions in a confidential manner.

#### **OBJECTIVES**

- To strategize the policy to investigate and review complaints or grievances of students
- To spread awareness of availability of faculties for students and other members to report grievances.
- To scrutinize the origin of Problem or any complaints
- To provide effective solution depending upon the grievances.

#### **RESPONSIBILITY FOR REDRESSAL:**

The final responsibility for Grievance Redressal rests with Grievance Committee specially constituted under UGC regulations, for resolution of Grievances.

Achievers College commits that Grievance Redressal be time bound and result oriented.

#### **DOCUMENTING GRIEVANCES:**

The Grievance Redressal Committee is constituted and is started with a proper decimation protocol. A Grievance is defined as any communication that expresses dissatisfaction about an action or lack of action or about the standard of service / deficiency of service of academic or administrative nature at Achievers College. Thus any communication, as defined above - written, verbal or digital shall be recorded in the Grievance system. The College website shall provide a facility to file online/ offline grievances. Immediately on receipt of a Grievance, the concerned Office shall send a written communication to the complainant (the person who lodges the Grievance with the Achievers College or Competent Authority), stating the following:

- a) Acknowledging his communication
- b) The name, address, email id and Phone number of the authority to whom the Grievance has been forwarded (in case the Grievance relates to another office)

- c) The name, address, email id and Phone number of the authority to whom the Complainant could escalate the matter if his Grievance is not redressed within the specified timeframe or if he is not satisfied with the action taken.

### **STRUCTURE OF GRIEVANCE REDRESSAL MECHANISM:**

The Grievance Redressal machinery for aggrieved students would be constituted and working exactly as per the UGC guidelines vide UGC (Grievance Redressal) Regulations 2012.

The committee comprises the following:

<b>Designation</b>	<b>Role</b>
Principal	Chairperson
Assistant Professor	Member Secretary
Assistant Professor	Member
Junior Clerk	Administrative Staff
Peon	Administrative Staff

- d) The Committee shall meet frequently to the decided on the basis of number of grivences registered.
- e) The Complaint box shall be opened every Saturday in presence of at least two members of the Committee.
- f) The Committee shall have powers to invite any of the officials in its meeting irrespective of the post and cadre.
- g) Appeal can be filed against the decisions inflicted by the Committee with the Chairman of College Development Committee.
- h) The Committee is autonomous and reserves right to decide the degree of disclosure.

## **GRIEVANCE REDRESSAL CELL**

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Shree Jaya Anand Commerce & Science Senior College  
(Night) THANE

Student Grievance Form

Date of Grievance: \_\_\_\_\_

1. Name of the Student: \_\_\_\_\_

2. Residential Address: \_\_\_\_\_  
\_\_\_\_\_

2. Roll No: \_\_\_\_\_ Class: \_\_\_\_\_ Semester: \_\_\_\_\_

3. Mobile No: \_\_\_\_\_ Email-ID: \_\_\_\_\_

4. Nature of Grievance: \_\_\_\_\_

a.  Teaching

b.  Administrative

c.  Examination

d.  Infrastructure

e.  Other

5. Description of Grievance :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Has the problem been reported earlier : Yes  No

Student Signature: \_\_\_\_\_