

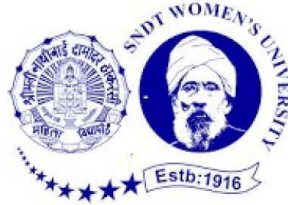


**SNDT College of Home Science, Karve Road,
Pune, 411038**

6.5.1: Policies prepared by Internal Quality Assurance Cell (IQAC)

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**SNDT College of Home Science
Karve Road, Pune 411038**

Students' Grievance Cell

Mail id:

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Phone number:020-25432097

SNDT College of Home Science

श्रीमती ना. दा. टाकरसी गृहविज्ञान महाविद्यालय

Maharshi Karve Vidya Vihar
Karve Road, Pune - 411 038



SNDT Womens's University

श्रीमती ना. दा. टाकरसी महिला विद्यापीठ

महर्षी कर्वे विद्या विहार,
कर्वे रस्ता, पुणे ४११ ०३८.

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Students' Grievance Cell

Introduction:

Students learn in a healthy and co-operative atmosphere. SNDT College of Home Science takes measures to maintain a student-friendly atmosphere. There are Counselling batches which report the issues which affect some students. Batch representatives report the grievances to the mentors/teachers, who brief the Principal about the concerned issues.

However, there are situations which create conflicts as students come from different backgrounds. In the techno-savvy culture, students use the mobile phones to disturb/harass fellow students. If any dispute arises in connection with students, there should be formal forum available for resolving grievances of the students. To keep a check on the discipline in College, SNDT College of Home Science, has constituted a Students' Grievance Cell.

The goals and objectives of the Students' Grievance Cell:

Goals

1. To create students to have a platform to narrate her grievances to teacher, teaching and non- teaching staff.
2. To arrange an interface between aggrieved party and Adversary.
3. To provide students with an atmosphere which provides fair and equal treatment to all.
4. To provide opportunities for expressing problems, difficulties, objections with new rules and regulations related to peers, teachers and non- teaching staff.

Process:

Process to be followed by the Complainant

In case of a student having any Complaint /Grievance, following procedure is to be followed:

1. Step 1:

The Complaint / Grievance will have to be routed to the College Students' Grievance Cell through a proper channel.

- a) Pre-stage: 'Head of the Department' shall be the 'first authority' to be contacted by the aggrieved person for redressal of her Complaint / Grievance through a written complaint.
- b) Written Complaint to be filed within 3 months from the date of incidence or within 3 months of accrual of cause of action, whichever is later.

2. Step 2:
- In case there is no response from the 'first authority' within 15 days of submission of the written complaint, or;
 - If the Complainant is aggrieved by the decision of the 'first authority', then the aggrieved person may file the complaint / grievance before the Head of the Institution (ThePrincipal)'.
3. Step 3:
- In case there is no response from the Principal of the College, within 15 days of submission of the written complaint, or;
 - If the Complainant is aggrieved by the decision of the 'Principal of the College', then the aggrieved person may file the complaint / grievance before the College Students' GrievanceCell.

Language of the Committee

2. Language of the College Students' Grievance Cell shall be Marathi and / or English.

How to file a Complaint with College Students' Grievance Cell?

3. The Complaint / Grievance shall be submitted before the College Students' Grievance Cell through the Head of the Department in a format as per Annexure 1 interalia /besides including the following points:
- Details of the Complainant – name, address, mobile number, email id, student PRN number, specialization, and department.
 - Details of the Adversary/opponent – name, address, mobile number, email id, employee code,designation, department, and institute connected with.
 - Facts of the case stating nature, classification of the complaint.
 - Copy of correspondence exchanged with 'first authority' and the Principal.
 - Reliefs sought in view of the facts mentioned.
 - Verification: The Complaint / Grievance shall be duly self-verified as per Annexure 1.
4. The Complaint / Grievance can be filed in any of the following languages – Hindi, Marathi or English.
5. The Convener College Students' Grievance Cell (or the duly authorized person) of the College shall provide an acknowledgment of the Complaint / Grievance received.
6. The person who is a party to any proceedings before the College Students' Grievance Cell shall appear in person before the College Students' Grievance Cell as and when, if required.

Procedure for Admission

7. On receipt of the Complaint / Grievance, the Convener (or duly authorized person), at the first instance, shall scrutinize it as early as possible, but not later than 4 days. If any deficiency is noticed, the complainant shall be asked to rectify the same within 7 days of the intimation given.
8. Thereafter, the Convener (or duly authorized person) shall place the Grievance /Complaint before the College Students' Grievance Cell.

9. On receipt of the Complaint / Grievance, the College Students' Grievance Cell shall decide whether to admit it or summarily reject it, and on rejection reasons for the same shall be communicated to the complainant / person who submitted the Complaint / Grievance.

10. The College Students' Grievance Cell shall adhere to the prescribed period to dispose of the Complaint / Grievance as soon as possible.

Procedure to be followed by the College Students' Grievance Cell on admission

11. One copy of the Complaint / Grievance received shall be served to the adversary within 5 days of receipt of the Complaint / Grievance.

12. The adversary shall be given 15 days to submit his / her written statement in response to the Complaint / Grievance filed against him / her.

13. 2 sets of written statement shall be submitted to the College Students' Grievance Cell by the adversary.

14. On receipt of the written statement from the adversary, 1 copy of the written statement shall be served on the Complainant within 5 days of the receipt of the same.

15. The documents, if any, be submitted by both the parties on the date of the first hearing.

16. The first hearing of the case shall be summoned within 10 days of service of the written statement on the Complainant.

17. Hearing of both the parties will be 'in-camera' proceedings, i.e., no party other than the parties to the proceedings shall be allowed to remain present or participate except with due permission of the College Students' Grievance Cell.

18. Parties to submit their respective evidence, if any, on Affidavit.

19. The College Students' Grievance Cell in its discretion may allow oral evidence which shall be recorded either in Marathi and / or English.

20. The College Students' Grievance Cell in its discretion may call for any document, record from the parties to the proceedings or the College including its Departments.

21. On completion of the Evidence stage, both parties shall be asked to submit their written briefs (arguments), if any, in a time fixed by the College Students' Grievance Cell.

22. The College Students' Grievance Cell, thereafter, shall proceed to record its report containing the decisions.

The report shall be forwarded to the Principal of the SNTD College of Home Science for consequent appropriate action, to implement the recommendations of the College Students' Grievance Cell.

23. Copies of the report shall be submitted to both the parties.

Service of Notice / Summons / Communication, etc.

24. Notice / Summons / Communication, etc. to be served on the party to the proceedings / other person by hand delivery or through electronic media, e.g., E-mail on the address given in the Complaint / Grievance and / or supplied by the party and / or as per office record of the College.

Limitation to dispose of the complaint/Grievance

25. The College Students' Grievance Cell shall adhere to the prescribed period to dispose of the Complaint / Grievance.

Place of sitting of the Grievance Committee

26. The sittings of the College Students' Grievance Cell shall normally be at the Principal's cabin of SNTD College of Home Science, Pune - 411038. However, the Chairperson may, if the circumstances so warranted and/or taking into consideration convenience of all concerned, may direct to hold the sitting at any other place.

Quorum

27. In a meeting / sitting of the College Students' Grievance Cell, there shall be a quorum of at least three members and the Chairperson.


Powers to correct / rectify the errors in the report containing decision of the College Students' Grievance Cell

28. The College Students' Grievance Cell has inherent powers to rectify any arithmetical / clerical / typographical errors in the report.


Right to modify, etc.

29. The College Students' Grievance Cell reserves its right to add / modify the Memorandum of Procedure.

--END--


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Annexure 1

SNDT College of Home Science, Pune

Students' Grievance Cell

Date:

1. Details of the Complainant – Name,
Address,
Mobile number,
Email id,
Student PRN number,
Specialization, Department.

2. Details of the Adversary – Name,
Address,
Mobile number,
Email id,
Employee code,
Designation,
Department connected with

3. Details of Complaint: Facts of the case stating nature, classification of the complaint.

4. Copy of correspondence exchanged with 'first authority' and the Principal.

5. Reliefs sought in view of the facts mentioned.

6. Verification: The Complaint / Grievance shall be duly self-verified.

7. Signature of Students' Grievance Cell Convener acknowledging the receipt of the complaint.

Policy/Guideline for Government scholarship/ Free ship

The State Government and Central Government resolutions/notifications lead to the allocation of educational scholarships and fee reductions for enrolled students on an annual basis. The college ensures that Government Resolutions/Notifications/Notices are showcased to students each year, adhering to the timetable announced by the Social Welfare Department or the relevant department. Should students require any clarifications or assistance, they are encouraged to get in touch with the respective scholarship clerk, student support cell, or the college Principal. To stay updated about these concessions and scholarships, students are advised to regularly check the notice board and the college website. Following the prescribed schedule, eligible students have the opportunity to apply for relevant schemes through the MahaDBT portal or through methods outlined by the concerned department.

Subsequent to submitting their online scholarship/freeship applications, students are required to submit hard copies of their applications and supporting documents before the specified deadline for further processing. The Scholarship Section and Student Support Cell ensure that no student is unfairly excluded from the scholarship scheme. It is important to note that the scholarship benefits will persist throughout the entire duration of the course.

In the event that a student's application is declined due to eligibility concerns or insufficient documentation as determined by the relevant department, it is important to understand that the college bears no responsibility for the rejection.

The application process is structured as follows:

1. Students admitted under the SC/ST/VJ/NT/OBC/SBC categories with the necessary documents must exclusively apply for the applicable scheme through the MahaDBT portal.
2. Students admitted under the general category with the necessary documents can only apply for the EBC scheme through the MahaDBT portal.
3. Students have the option to avail themselves of fee concessions in accordance with Government notifications.

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Policy for Internal Examination and Assessment

A) Theory-

There shall be a written unit test out of 25 marks after completion of minimum 45 days of teaching based on the syllabus for the theory papers. Examination committee takes care of schedules the unit tests. Assessment of the answers papers is the responsibility of the subject teachers. Re-unit test is planned by the subject teachers at the end of the semester for those who were absent on medical background and produce authentic proof. It is also planned for the students who represent the college in sports or cultural events conducted by the university.

B) Internal/Continuous Assessment-

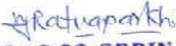
The subjects which have continuous assessment are evaluated through assignments, small projects, classroom tests, and presentations. The internal assessment marks are conveyed to the students before being submitted to the exam department.

C) Communication of marks to student-

Those UG students who do not score minimum passing marks i.e. 40 %, and those PG students who do not score minimum passing marks i.e. 50 % in the internal evaluation are marked as NOT PERMITTED to appear for the final examination. They have to repeat the subject in the next academic year.

D) Submission of internal marks-

The exam committee collects the marks of all subjects through respective heads of departments and compiles them as per the university format. The junior clerk assigned for examination uploads and submits these marks to the university portal.


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Information Technology Policy

The IT Policy of SNDT College of Home Science, Pune, is designed to govern the use of information technology resources and ensure a secure, efficient, and responsible IT environment within the institution. This policy outlines the guidelines and responsibilities that students, faculty, staff, and any other stakeholders must adhere to while utilizing IT facilities and services at the college.

1. **Responsible Use of IT Resources:** All users of IT resources at SNDT College of Home Science are expected to use these facilities responsibly and in compliance with applicable laws and regulations. This includes but is not limited to respecting copyright laws, intellectual property rights, and refraining from engaging in any unauthorized access, hacking, or distribution of illegal content.

2. **Access Control and Authentication:** Access to IT systems and networks is subject to appropriate authentication methods. Each user is provided with unique credentials, such as usernames and passwords, to ensure accountability and control over access to sensitive information. Users are responsible for safeguarding their login credentials and must not share them with others.

3. **Data Security and Confidentiality:** Protecting the confidentiality and integrity of data is of utmost importance. Users are required to adhere to data classification policies and handle sensitive information with the utmost care. Any transfer of sensitive data must be done securely and in accordance with established protocols.

4. **Network Usage and Bandwidth Management:** The college's network resources are meant for academic and administrative purposes. Excessive or inappropriate use of bandwidth that hinders the network's performance is prohibited. Streaming high-definition videos, downloading large files, or engaging in activities that excessively consume bandwidth may be subject to restrictions.

5. **Personal Devices and Bring Your Own Device (BYOD):** Users may be allowed to connect personal devices to the college's network under certain conditions and with prior approval. However, these devices must comply with security policies and standards to prevent unauthorized access or data breaches.


6. **Software and Application Usage:** Only authorized software and applications may be installed on college-owned computers and devices. Users must refrain from using pirated or unauthorized software, as it is illegal and poses security risks.

7. Reporting Security Incidents: Users must promptly report any suspected security breaches or incidents to the designated IT authorities. This includes the loss of devices, data breaches, malware infections, or any other suspicious activity that may compromise the college's IT infrastructure.


8. Compliance and Training: All users are required to undergo IT security training and awareness programs. Compliance with the IT policy is mandatory, and failure to adhere to the policy may result in disciplinary action, including the suspension of IT privileges.

9. Continuous Improvement and Review: The IT Policy will be periodically reviewed and updated to adapt to technological advancements and address emerging security concerns. Feedback from users and stakeholders will be considered in the policy's continuous improvement process.

The IT Policy of SNTD College of Home Science, Pune, serves as a crucial framework to foster a secure and productive IT environment. By promoting responsible use of IT resources, ensuring data security, and encouraging compliance, the college aims to provide a seamless and efficient technology experience for all members of its academic community.


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Policy for General Maintenance

A) Day to Day Maintenance

- (1) The day-to-day maintenance activities involve regular repairs such as replacing tube lights, fixing water leakages, unblocking drains, repairing locks and door handles, and addressing other minor repairs. These tasks are monitored by an internal committee through specifically designated non-teaching staff members.
- (2) The internal maintenance committee bears the responsibility for ensuring uninterrupted power supply and maintaining various equipment, including general lighting, the power distribution system, bakery ovens, hot air ovens, laminar flow cabinets, and laboratory instruments.
- (3) The designated department staff conducts an annual stock check of furniture, lab equipment, stationery facilities, and all assets. They also report any necessary repairs as part of the year-end process. The consolidated report is then submitted to the administration for appropriate action, if needed.

B) Maintenance of classrooms furniture and laboratories:


- (1) The respective department staff is responsible for the maintenance of classrooms, including furniture, teaching aids, and laboratories. The supervision of these activities is carried out by the respective Head of the Department.
- (2) The laboratory assistants were entrusted with the care and maintenance of their assigned laboratories. They were required to report any repairs to the internal maintenance committee.
- (3) The Heads of Departments were obligated to periodically report all maintenance work to the internal maintenance committee.
- (4) Minor repairs were duly recorded in an office-maintained ledger and promptly attended to based on priority.
- (5) The non-teaching staff members of each department actively monitor the effective utilization of the laboratories.
- (6) During the day-long working hours, students are encouraged to optimally utilize all classrooms while also receiving guidance on maintaining the furniture in good condition.

C) Maintenance of Tarapore auditorium:


- (1) The Tarapore Hall will undergo regular monitoring by the respective internal maintenance committee and report its findings to the Principal of the college.
- (2) The cleanliness of the Tarapore Hall is managed by the college's dedicated housekeeping team.
- (3) The Tarapore Hall can be utilized effectively for organizing academic meetings, seminars, conferences, and cultural events. However, prior permission from the principal is required to book the hall for such purposes.
- (4) The Tarapore Hall will be thoroughly cleaned before and after each event by the respective college or department responsible for the event.

D) Maintenance and utilization of classrooms and laboratories

- (1) The internal maintenance committee, in coordination with the department staff, ensures the upkeep of classrooms, including furniture, teaching aids, and laboratories. Each laboratory and classroom is equipped with essential amenities such as white/black boards, computers/LAN, fire extinguishers, and other resources necessary for effective teaching and learning.
- (2) Notice boards are strategically placed at the entrance doors of respective classrooms and corridors. The office staff is responsible for timely displaying of notices.
- (3) In addition to regular classes, the classrooms/lecture halls are utilized for conducting mid and end-semester examinations, tutorial sessions for programs, alumni gatherings, and training programs.
- (4) The laboratory assistants diligently maintain their respective laboratories, while the lab heads periodically report to the administration regarding all maintenance tasks. Dedicated lab technicians/staff are responsible for the upkeep of lab equipment.
- (5) The timetable is prepared well in advance to ensure organized lab sessions for different student batches. At the beginning of each semester, students are provided with guidelines related to lab procedures and expectations.


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Policy for Cleanliness

The college has implemented a comprehensive cleanliness policy that entails the appointment of a professional cleaning agency Anjani Multi-Services Ltd. This agency has been contracted to provide cleaning services to the college, ensuring a consistently clean and well-maintained environment. The activities for cleanliness practices within the college are as follows:

Daily Cleaning: The cleaning agency carries out daily cleaning routines to maintain the cleanliness of common areas, such as corridors, entrances, restrooms, and other high-traffic areas. This includes sweeping, mopping, to ensure a hygienic environment for students, faculty, and staff.

Classroom Cleaning: The cleaning agency is responsible for cleaning classrooms on a regular basis. This includes dusting furniture, wiping down surfaces, emptying trash bins, and ensuring a tidy and conducive learning environment for students and teachers.

Specialized Cleaning: Additionally, the agency is equipped to handle specialized cleaning tasks as needed. This may include window cleaning, and other specific cleaning requirements identified by the college administration.

The appointment of the professional cleaning agency on a contractual basis ensures that the college maintains a high standard of cleanliness throughout its premises. By adhering to these cleanliness practices, the college aims to create a healthy and pleasant environment for its students, faculty, and staff.

Waste Management: The college itself handles waste management in the college premises. They ensure proper disposal of waste materials, emptying trash bins regularly and maintaining cleanliness in designated waste collection areas.

Following is the schedule of cleanliness-

Cleaning schedule and frequency

Sr. No.	Site	Number	Cleaning Frequency	Responsibility
1	Washrooms	16	Daily 2 Times (Morning and Afternoon)	Contract Agency
2	Classrooms	13	Weekly 2 Times by own staff	Temporary peons
3	Foyer and Verandah	1+14	Daily Sweeping and Mopping	Contract Agency
4	Offices and Common area	02	Daily Sweeping and Mopping	Contract Agency
6	Laboratory	19	Daily Dusting and Mopping	Temporary peons
7	Entrances and lobbies	03	Daily Sweeping and Mopping	Contract Agency
8	Main stairs, stairwells, and landings	-	Daily Sweeping and Mopping	Contract Agency
9	Principal Room	01	Daily Dusting and Mopping	Contract Agency
10	Day care + Observatory Booth	01+2	Daily Dusting and Mopping	Internal House Keeping Staff
12	Tarapore Hall and Terrace	-	As and when required	Contract Agency

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