



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

### **Criterion- V**

*5.1.4: The institution adopts the following for the redressal of student grievances including sexual harassment and ragging cases*

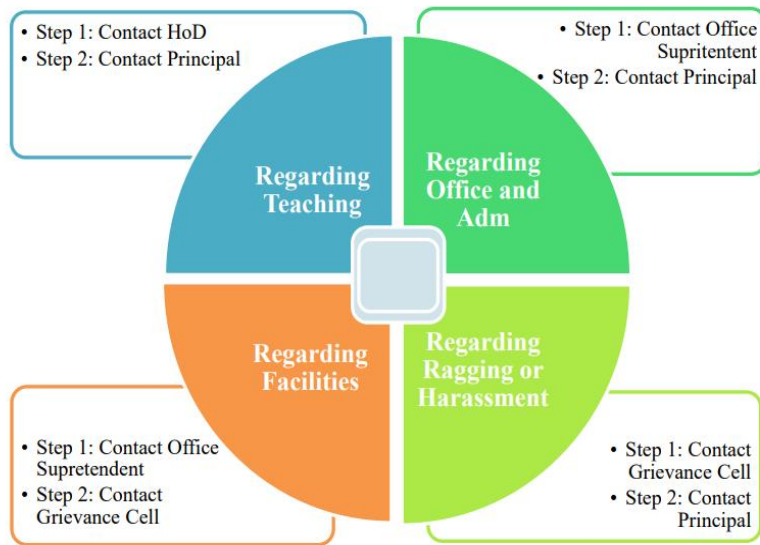
**Proof related to mechanisms for submission of online/offline students' grievances.**

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## Mechanism for settling Students Grievances

Flow Chart for settling Students' Grievance



For placing the Suggestion/Compliant/Grievance-

- Use Suggestion Box.
- Contact HoD, Counsellors, Mentors.
- Contact the Principal and give the suggestion/complaint in writing.
- Use official mail id for placing the suggestion/complaint.



## **Student Grievance Redressal Committee**

### **Introduction:**

Creating a harmonious and productive learning environment is of paramount importance. Therefore, SNTD College of Home Science, Pune is dedicated to fostering an atmosphere conducive to student growth and success.

Nevertheless, conflicts among students or challenges encountered during the learning journey can arise. In the event of any disagreement related to students, it is essential to have an official platform for addressing and resolving these concerns. As a result, SNTD College of Home Science, Pune, has established a committee known as the Student Grievance Redressal Committee.

### **Aims and Purposes of the Student Grievance Cell:**

#### **Objectives**

1. To establish a platform for students to articulate their grievances effectively.
2. To serve as an intermediary between the affected and opposing parties.
3. To cultivate a setting that ensures impartial and equitable treatment of all students.
4. To offer avenues for voicing concerns, challenges, and reservations concerning fellow students, educators, and support staff.

#### **Procedure:**

Process for the Complainant to Follow

In the event that a student has a Complaint or Grievance, the following procedure must be adhered to:

Step 1:

- a. The Complaint or Grievance should be channeled through the appropriate route to the College Students' Grievance Cell.
- b. Initial Stage: The 'Head of the Department' should be the initial point of contact for the aggrieved party, and they should submit a written complaint seeking resolution for their Complaint or Grievance.
- c. The written complaint must be filed within a span of 3 months from the incident date or within 3 months of the cause of action arising, whichever comes later.

Step 2:

- a. If there is no response from the 'first authority' within 15 days of submitting the written complaint, or;
- b. If the Complainant is dissatisfied with the decision of the 'first authority', they can proceed to submit the Complaint or Grievance to the Head of the Institution (The Principal).

Step 3:

- a) If there is no response from the college's principal within 15 days of submitting the written complaint, or;
- b) If the Complainant remains unsatisfied with the decision made by the 'Principal of the College', they may escalate the matter by submitting the Complaint or Grievance to the College Students' Grievance Cell.

#### **Language of the Committee**

The College Students' Grievance Cell will utilize both Marathi and/or English as its languages of communication.

#### **How to Lodge a Complaint with the College Students' Grievance Cell?**

1. To submit a Complaint or Grievance to the College Students' Grievance Cell, the following steps should be taken through the Head of the Department, using the format outlined in Annexure 1. This format should include the subsequent details:
  - a. Complainant's Information – name, address, mobile number, email id, student PRN number, field of study, department.
  - b. Details of the Opposing Party – name, address, mobile number, email id, employee code, title, department, affiliated institute.
  - c. Description of the incident, including its nature and classification.
  - d. Copies of correspondence with the 'first authority' and the Principal.
  - e. Requested resolutions based on the provided facts.
  - f. Validation: The Complaint or Grievance should be duly self-authenticated following the guidelines in Annexure 1.
2. The Complaint or Grievance may be submitted in either Marathi or English.
3. The Convenor of the College Students' Grievance Cell (or a duly authorized individual) from the College will acknowledge receipt of the Complaint or Grievance.
4. Any party involved in proceedings before the College Students' Grievance Cell shall appear in person when requested to do so by the Cell.

### **Admission Procedure**

1. Upon receiving the Complaint or Grievance, the Convenor (or an authorized individual) will promptly review it within a maximum of 4 days. If any deficiencies are identified, the complainant will be notified and given 7 days to rectify the issues as communicated.
2. Subsequently, the Convenor (or an authorized individual) will present the Grievance or Complaint before the College Students' Grievance Cell.
3. Once the Complaint or Grievance is received, the College Students' Grievance Cell will determine whether to accept it for consideration or dismiss it summarily. In the event of dismissal, the reasons for rejection will be communicated to the complainant or the individual who submitted the Complaint or Grievance.
4. The College Students' Grievance Cell will adhere to the stipulated timeline to resolve the Complaint or Grievance as expediently as possible.
5. Within 5 days of receiving the Complaint or Grievance, a copy of it will be provided to the opposing party.
6. The opposing party will have 15 days to provide a written statement in response to the Complaint or Grievance filed against them.
7. The adversary must submit 2 sets of their written statement to the College Students' Grievance Cell.
8. Once the written statement is received from the adversary, a copy of it will be provided to the Complainant within 5 days of receipt.
9. Any relevant documents should be submitted by both parties on the date of the initial hearing.
10. The first hearing will be scheduled within 10 days of serving the written statement to the Complainant.

11. The proceedings of both parties' hearings will be conducted in private ('in-camera'), meaning that only the involved parties will be allowed to be present or participate, unless granted permission by the College Students' Grievance Cell.
12. The parties may present their evidence, if any, through an Affidavit.
13. Oral evidence may be allowed at the discretion of the College Students' Grievance Cell and will be documented in either Marathi or English.
14. The College Students' Grievance Cell reserves the right to request documents or records from the involved parties, the College, or its departments.
15. Following the Evidence stage, both parties will be given a fixed period to submit their written briefs (arguments) to the College Students' Grievance Cell.
16. Subsequently, the College Students' Grievance Cell will compile its decision and produce a report.
17. This report will be forwarded to the Principal of SNDT College of Home Science, Pune, for appropriate action, implementing the College Students' Grievance Cell's recommendations.
18. Copies of the report will be provided to both parties.
19. Issuance of Notice / Summons / Communication, etc.
20. Notices, summonses, communications, etc. to be provided to the involved party or any other concerned individual will be delivered through personal hand delivery or electronic means, such as email, using the address provided in the Complaint or Grievance and/or as per the College's official records.
21. Timeframe for Resolving Complaints/Grievances
22. The College Students' Grievance Cell will strictly adhere to the designated timeline for the resolution of the Complaints or Grievances.

### **Quorum**

1. For a meeting or session of the College Students' Grievance Cell, a minimum quorum of three members and the Chairperson is required.

### **Authority to Rectify Errors in the Decision Report of the College Students' Grievance Cell**

2. The College Students' Grievance Cell possesses inherent authority to rectify any arithmetic, clerical, or typographical errors present in the decision report.

### **Amendment Rights**

3. The College Students' Grievance Cell retains the right to append or modify the Memorandum of Procedure as deemed necessary.

### **Annexure I: Grievance Registration Form**

Date:

1. Complainant's Information – Name, Address,  
Mobile number, Email id,  
Student PRN number, Specialisation, Department:
2. Adversary's Information – Name, Address,  
Mobile number, Email id, Employee code, Designation,  
Department affiliation:
3. Complaint Details: Description of the incident, including its nature and classification.
4. Copies of Correspondence: Documents related to communication with the 'first authority' and the Principal.
5. Requested Resolutions: Relief sought based on the provided facts.
6. Verification: The Complaint or Grievance is self-verified.
7. Signature of Students' Grievance Cell Convenor acknowledging receipt of the complaint.