



S.I.W.S.

N.R. SWAMY COLLEGE OF COMMERCE & ECONOMICS

AND

SMT. THIRUMALAI COLLEGE OF SCIENCE

Plot No. 337, Sewri - Wadala Estate,

Major R. Parameshwaran Marg, Wadala, Mumbai – 400 031

(Affiliated to the University of Mumbai)

ISO 9001: 2015 Certified

GRIEVANCE REDRESSAL POLICY



POLICY FOR GRIEVANCE REDRESSAL

1) INTRODUCTION:

The Policy of the Grievance Redressal of SIWS college aims to develop proactive, responsive and accountable traits among the Students/Staff and ensure a harmonious learning and working environment in the College.

In compliance with the UGC Regulations for addressing students' and staff grievances, a '**Grievance Redressal Committee**' of SIWS College, has been constituted with members in different positions to enquire the nature and extent of grievances. The committee shall suggest the final action to be initiated at the institutional level for the redressal of the same.

The students/staff with genuine grievances may approach the Grievance Redressal Committee members in person or convey in formal writing or through electronic mode. Suggestion/Complaint Box has been placed on all the floors where the Students/Staff can put in writing their grievances and their suggestions with identity or anonymously.

2) OBJECTIVES:

- 1) To provide prompt and timely redressal for grievances of students already enrolled in the institution, as well as those seeking admission to the institution, and a mechanism thereto.
- 2) To provide the employees a hassle free and readily accessible mechanism for prompt disposal of their day to day grievances that may arise during the course of employment.
- 3) Promoting a cordial and harmonized Students-Staff Relationship, Students-Students Relationship, Staff-Staff Relationship and create a healthy environment in the College.
- 4) Motivating the Students to be free and frank in expressing their opinions/grievances/problems without any fear of victimization or exploitation.
- 5) Sensitizing the Students/Staff regarding their rights and dignity towards one another and follow amicable dispute resolution mechanism during the occasion of rifts and conflicts and remain law abiding persons.

3) SCOPE:

The Committee shall redresses the Grievance received in the following matters:

- **Academic Matters:** Grievances related to effectiveness of teaching, guidance materials, availability of study materials and books in library, timely issue of mark sheets and correction thereon and other examination related matters
- **Financial Matters:** Payment dues related to admission, examination, library etc.
- **Other Matters:** Regarding inter-students' conflicts, condition of sanitation, girls' common room, infrastructure up-gradation etc.

4) FUNCTIONS:

- The Committee shall address the reported cases and incidence of grievances promptly and proactively.
- The Committee shall conduct periodical meetings and assess the nature of cases to provide redressal with utmost speed and accuracy.
- The Committee shall strive to improve the redressal mechanism by regularly acquiring guidance and directions from the higher authorities.

5) PROCEDURE:

- The details of the members of the grievance redressal committee are displayed on the notice board and the website.
- The provisions and procedure of the reporting of grievances is made available on the prospectus, College Website and Drop Box placed in the College premises.
- The Grievance Redressal Cell regularly checks the drop box, the responses at the website and conducts a meeting to take appropriate action on the reported grievances.
- The Committee strives to apply the principle of natural justice by unbiased hearing and understanding of all stakeholders' grievances with necessary material evidences and following the statutory provisions as applicable.

6) PROCEDURE FOR REDRESSAL OF GRIEVANCES:

- (i) Any aggrieved student or staff may submit an application seeking redressal of grievance on the college portal or as a hard copy.
- (ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate Student/Staff through the Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint.
- (iii) The Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student/staff.
- (iv) An aggrieved student/staff may appear either in person or authorize a representative to present the case.
- (v) College has to take early redressal of grievances.
- (vi) The Committee shall, after giving reasonable opportunities of being heard to both parties, pass the order with reasons as may be deemed fit to redress the grievance and provide relief as may be appropriate to the aggrieved student/staff.
- (vii) The College, as well as the aggrieved student/staff, shall be provided with copies of the order under the signature of the Chairperson/Principal.

The staff and students are made aware of the Grievance Redressal Committee in the Induction /Orientation programme that is conducted at the beginning of the academic year. Awareness programme regarding service rules and new policies are conducted for employees as and when the need arises.

The Statutory Committeess for Grievance Redressal of the College:

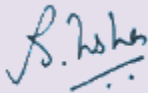
1. Grievance Redressal Committee
2. Internal Complaint Committee
3. Anti-ragging Committee
4. Anti-Sexual Harrassment committee

Depending on the nature of complaint the grievance shall be coordinated by the concerned authorities.

- a) Academics & Examination Related Grievances: Principal & Vice Principals
- b) Administration Grievances: Principal and Vice-Principals
- c) Infrastructural Grievances: Principal & Convenor Infrastructural Committee
- d) Student Related Grievances: Convenor, Student Council & Vice Principals

- The Grievance Redressal Committee shall submit the report within two weeks from the completion of the inquiry..

A grievance mechanism has been created to encourage students to express individual and group concerns related to academic and non-academic matter. Complaints should be handled in a transparent, fair, and efficient manner encouraging informal conciliation, early resolution, individual privacy and confidentiality.



Dr. Usha Iyer

Principal

Date: 20th December, 2016
