



Grievance Redressal Cell **BAKLIWAL FOUNDATION**

College of Arts, Commerce & Science, Vashi

We Respect the Dignity, Integrity, and Rights of Students!



Bakliwal Foundation **College of Arts, Commerce** **& Science, Vashi**



Policy for Grievance Redressal **2023 - 2024**



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Policy for ***Students' Grievance Redressal***

- ✚ Title: Inclusive Policy for Students' Grievance Redressal
- ✚ Version: 1.0
- ✚ Effective Date: July 2023
- ✚ Review Date: July 2025
- ✚ Issuing Authority: Principal
- ✚ Drafting Official(s): Coordinator, IQAC.
- ✚ Purpose of this Policy: The purpose of this policy is to establish consistent guidelines to look into the grievances lodged by any student, on behalf of the College.



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Policy for Students' Grievance Redressal



Preamble

The cell functions to look into the grievances lodged by any student. Students may approach the cell to voice their grievances regarding academic matters, health services, library and other services. Any form of discontent or dissatisfaction on the part of the students can be informed to the cell. The Grievance cell also looks into matters of harassment. Anyone with a genuine grievance may approach the Co-ordinator or member of the Students' Grievance cell. Grievances may also be sent through e-mail to the Co-ordinator of the Students' Grievance Cell. The cell then redresses the grievances promptly and judiciously. As a result of this mechanism, the institute has pleasant ambient atmosphere and good work culture with in-built goodwill and mutual understanding among the students.



Vision

Fear free Campus for the students



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MISSION

Mission

To maintain a harmonious educational atmosphere in the institute

OBJECTIVES

Objectives

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Cell should be constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Grievance cell is formed in order to keep the healthy working atmosphere among staff, students and parents.
- This cell helps Students to record their complaints and solve their problems related to academics, resources and personal grievances freely and frankly without any fear of victimization.
- To ensure effective solution to the student grievances with an impartial and fair approach.
- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.



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- Advising All the Students to refrain from inciting Students against other Students, teachers and College administration.
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.
- Woman Harassment complaints will be handled as per government guidelines by respective section.



Scope

The cell will deal with Grievances received in writing from the students about any of the following matters: -

- **Academic Matters:** Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- **Financial Matters:** Related to dues and payments for various items from library, hostels etc.
- **Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.



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Functions

- The cases will be attended promptly on receipt of written grievances from the students.
- The cell formally will review all cases and will act accordingly as per the Management policy.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Methodology Adopted

1. The aggrieved students of affiliated of College shall represent his/her grievance either in person or in writing to the Nodal Officer of the Grievance Redressal Cell which is acknowledged. A written reply is sent to the petitioner after obtaining the remarks from the respective authorities. The following guidelines are followed to solve the grievances by considering the welfare of the students.
2. After receipt of representation from the students/parents/public, the official remarks are called from the principal of respective college by 'The Coordinator'.
3. The official remarks by the principal on the particular issue are meticulously analyzed by the officials in the Student Grievance Affairs and the same is communicated to the students/ parents/petitioner based on the genuinity.



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4. Considering the nature of the complaint mentioned in the representation of students/parents/public, an enquiry committee consisting of Professors.
5. The enquiry committee members will discuss about the issues on the representation in cell and the common consensus is arrived regarding the date, place of enquiry and visit to suffered student (if the situations demand).
6. The Principal, faculty members and staff (whose names are mentioned in the representation) of the respective college as well the petitioners are called for enquiry in person, if the enquiry committee desire to conduct the enquiry.
7. Principal to ensure the implementation of recommendation for prevailing good academic ambience in the college.
8. If the representation of students/parents/public is related to disbursement of the scholarship, the Principal of respective college is asked to take suitable measures towards disbursement of sanctioned scholarship to the particular

Procedure for lodging Complaints

- The students may feel free to put up a grievance in writing/or in the format available in the admin dept. & on the college website www.bfc.ac.in download, fill and drop it in boxes.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.



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- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.



Exclusions

CACS shall not entertain following issues.

1. Decisions of the Academic Council / Board of studies and other academic / administrative committees constituted by the college.
2. Decisions with regard to award of scholarships / fee concessions / awards / medals.
3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the college in admissions of my courses.
5. Decisions of the competent authority on assessment and examination result.
6. Decisions of the university about admissions in any courses offered by the institute



The Complaint Management Mechanism

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



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- The Departmental level grievances are attended by the concerned class teachers who are mentors and Department heads.
- The student coordinators and staff coordinators of various clubs and associations act, as facilitators to communicate and sort out the grievances pertaining to various clubs and associations.
- Unresolved grievances at the departmental level and association level are referred to the Grievance Redressal Cell of the institution. The students can approach the Grievance Redressal Cell of the institution with their complaints of common interest too. They can drop their complaints in the suggestion box or directly communicate them to the Principal. Depending on the seriousness of the problem, the issues are settled by the Cell or by the Principal in consultation with other members of the management, parents and faculty.

Procedure for investigation

- 1 If the complainer wishes to proceed beyond a mere a warning to the accused, the accused shall be given in writing by the investigation committee an opportunity to explain within one week why he should not be, for good and sufficient reasons, be punished for the act of sexual harassment on his part.
- 2 If the written explanation of the accused is not found to be satisfactory or if he does not provide any written explanation, the investigation committee will decide whether the offence deserves a minor penalty or a major penalty.
- 3 In the event that the investigation committee deciding that the accused be imposed a minor penalty, the said penalty will be recommended by the investigation committee to the chairman of the cell for decision.
- 4 If the investigation committee comes to a conclusion that the accused in case if his guilt proved, should be imposed a major penalty, it shall make a



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recommendation of action. If the accused is an employee, he may be placed under suspension under the provisions of act.

5 If a person is charged with physical molestation or rape on college / society's premises, he shall be immediately placed under suspension pending the completion of the investigation and enquiry. Appropriate actions can be initiated as per the laws of Indian penal code.

Punishment for sexual harassment

1 Any member of the institute fraternity (student/employee/outsider related to institute) found guilty of sexual harassment shall be liable to be punished. This shall be subject to the same penalties for major or minor misconduct as prescribed under government/ university rules.

2 A student guilty of sexual harassment shall be liable for any of the following penalties:

- a) Warning or reprimand.
- b) Suspension from college for a period of one month.
- c) Debarment from appearing for the examination for a period up to three years.
- d) Rustication from the college as the case may be.
- e) Any other punishment as defined by the government/ university act

Grievance

Nature of Grievance

1. Academic grievance

- Issues related to course registration
- Issues about change of specialization
- Issues regarding course requirement and course content
- Examinations related issues
- Issues related to applying/receiving certificates



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2. Administrative Decisions, Services or Facilities

- Issues related to transport facility
- Issues related to Canteen
- Issues related to Sports

3. Unfair Treatment

- Grievances about a student behavior towards other students
- Grievances about Faculty & staff behavior towards other students

4. Harassment and Discrimination

- Issues related to harassment (sexual)
- Issues about Discrimination or racial treatment

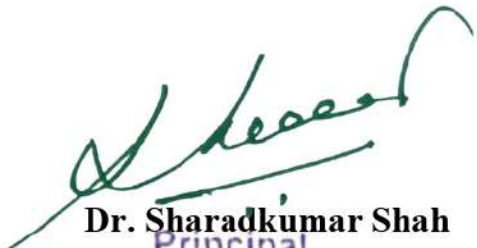
Ref. – D. O. F. No.1-712011(SCT) Dated 1st March 2016

UGC circular D.O. No.F.2-1/2013(PG/Pt.File) dated 8 Aug 2017

Further Contacts

<http://www.ugc.ac.in/grievance/>
www.complaintregister.org




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