



J.T.S.S.P.M.

SHRI SHIV CHHATRAPATI COLLEGE

ARTS, COMMERCE, SCIENCE, BBA and BBA (CA)

Bodkenagar, Junnar, Pune - 410502

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GRIEVENCE AND REDRESSAL CELL

The Grievance and Redressal Cell plays a crucial role in maintaining a healthy and transparent academic and administrative environment within the institution. It serves as a forum for students, faculty, and staff to voice their concerns, complaints, or grievances regarding academic, administrative, or personal issues.

The primary objective of the cell is to promote and maintain harmony among all stakeholders by ensuring that complaints are addressed in a fair, confidential, and timely manner. The cell works diligently to resolve issues related to classroom management, evaluation processes, discrimination, harassment, infrastructural inadequacies, and other matters affecting the learning environment or workplace culture.

Key Functions of the Grievance and Redressal Cell:

- **To receive and address written or online grievances from students and staff.**
- **To ensure fair and unbiased investigation into each complaint.**
- **To maintain confidentiality and uphold the dignity of the complainant.**
- **To provide a platform for appeals and resolutions through proper communication channels.**
- **To suggest preventive measures to avoid recurrence of similar issues.**

The cell encourages students and staff to come forward without fear of victimization and assures that every grievance will be treated with sensitivity and impartiality. By fostering a culture of mutual respect and trust, the Grievance and Redressal Cell contributes significantly to the smooth functioning and overall development of the institution.

GRIEVENCE AND REDRESSAL CELL

Name of the Member	Designation
Prof. Dr. M. B. Waghmare	Chairman and Principal
ARTS FACULTY	
Prof. Dr. B. M. Mane, Asst. Prof. Dr. A. K. Badhe, Asst. Prof. Dr. M. S. Korade, Prof. Dr. A. S. Patil, Asst. Prof. Mr. S. N. Kasbe, Asso. Prof. Dr. E. D. Wajage, Asst. Prof. Mr. V. K. Rasal, Miss. R. V. Gaikwad, Mr. J. Y. Shaikh, Dr. R. K. Purane, Miss. A. M. Durafe.	
COMMERCE FACULTY	
Assoc. Prof. Dr. S. J. Jadhav, Dr. T. B. Inamdar, Dr. P. J. Mane, Asst. Prof. Dr. S. H. Kale, Miss. S. A. Pardeshi.	
SCIENCE FACULTY	
Prof. Dr. R. D. Chaudhari, Asst. Prof. Mr. S. M. Kale, Asst. Prof. Mr. R. B. Sahane, Mr. S. S. Thorave, Miss. T. Y. Shaikh, Mr. G. G. Kamble, Miss. A. B. Borkar, Dr. A. V. Mitkari	

For any details or complain, contact:

SHRI SHIV CHHATRAPATI COLLEGE, JUNNAR DIST- PUNE

Office Phone No: (02132) 222094

E-mail: ssccj@yahoo.co.in

Grievance / Complaint

A "Grievance/Complaint" is defined as any communication that expresses dissatisfaction about an action or lack of action, about the standard of service/deficiency of service of an institute and the complainant asks for remedial action.

Grievance Redress- Grievance

Redress Mechanism is a part and parcel of the machinery of any administration. No administration can claim to be accountable, responsive and user-friendly unless it has established an efficient and effective grievance redress mechanism. In fact, the grievance redress mechanism of an organization is the gauge to measure its efficiency and effectiveness as it provides important feedback on the working of the administration.

STUDENTS GRIEVANCES IN VARIOUS ISSUES	
ACADEMIC MATTERS	Pertaining to leave of absence, Change of Subject, Cancellation of Admission
ADMINISTRATIVE MATTERS	Issue of Documents/Certificates, Facilities Provided
DISCIPLINE MATTERS	Pertaining to violation of student conduct such as Teasing/Abusing fellow mates, damage to College property, Violation of Library rules, Violation of LAB/Studio Rules, etc
ATTENDANCE RELATED ISSUES	Pertaining to student attendance such as cases relating to shortage of attendance due to Ill-health, Accidents, Unforeseen emergencies etc.
FEE RELATED MATTERS	Matters such as excess or less fee, late fee related cases
MEDICAL MATTERS	Deserving cases such as relating to ill health, accidents, unforeseen emergencies etc.

Procedure for Redressal of Grievances

- 1. An aggrieved student who has the Grievance or Grievances shall make an application first to any of the member of Student Grievance Redressal Committee. Student Grievance Redressal Committee, after verifying the facts, will try to redress the grievance within a reasonable time, preferably within a week of the receipt of application of the student. If the student is not satisfied with the verdict or solution of the Student Grievance Redressal Committee, then the same should be placed before the Vice Principal.**
- 2. The Vice Principal, after verifying the facts and the papers concerned and after discussion with the Chairman of the Student Grievance Redressal Committee, will place the matter before the Principal. The Principal shall either endorse the decision of the Chairman of the Student Grievance Redressal Committee or shall pass appropriate order in the best possible manner within a reasonable time, preferably within 10 days of receipt of application.**