



THE COUNCIL OF EDUCATION'S

SHAHAJI LAW COLLEGE

KOLHAPUR

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POLICY DOCUMENT ON STUDENT GRIEVANCE REDRESSAL

SHAHAJI LAW COLLEGE, KOLHAPUR

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SHAHAJI LAW COLLEGE, KOLHAPUR

NAAC A GRADE COLLEGE | 90 YEARS OF HISTORY | AFFILIATED TO SHIVAJI
UNIVERSITY KOLHAPUR

1090, 'E' Ward, Shahupuri, Kolhapur – 416 001 Maharashtra, India.
Phone: (0231) 2523878, 2522978; cell 8007099143

POLICY DOCUMENT ON STUDENT GRIEVANCE REDRESSAL

The students are the main stakeholder of the Shahaji Law College, Kolhapur. Student growth and development is the top priority of the institution. If a student has any grievance, it is taken up seriously by the concerned authorities. The institution has evolved an elaborate system of grievance redressal of the students. The Students' Grievance Redressal Committees is constituted at college level to deal with the grievances of the students.

Objectives of the Grievance Redressal Policy

- (a) To develop an organizational framework to resolve Grievances of Students.
- (b) To provide the students and staff access to immediate, hassle-free mechanism to have their Grievances redressed.
- (c) To enlighten the students and staff on their duties and responsibilities.
- (d) To establish structured interactions with Students and staff to elicit academic information, and administrative process of their expectations.



Definitional Clause

"Student" Means a person enrolled, or seeking admission to be enrolled, in any institution, to which these regulations apply, through any mode i.e., Formal/Open and Distance Learning (ODL)/ Online.

a) **"Act"** means the University Grants Commission Act, 1956 (3 of 1956)

b) **"aggrieved student"** means a student, who has any complaint in the matters relating to or connected with the grievance defined under these regulations

c) **"college"** means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act d) **"Commission"** means the University Grants Commission established under section 4 of the UGC Act, 1956

e) **"declared admission policy"** means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution

f) **"grievance"** means and includes complaint(s) made by an aggrieved student in respect of the following **"Students" Grievance Redressal Committee (SGRC)** means a committee constituted under these regulations at the level of an institution

List of Student Grievances

a) Grievance related to Admission

- i. Admission contrary to merit determined
- ii. Irregularity in the process
- iii. Refusal to admit in accordance
- iv. Violation of any law in regard to reservation of seats
- v. Delay in payment of scholarships



b) Grievances that are Academic in nature

1. Academic Quality
2. Academic Integrity dispute
3. Course material
4. Class time table
5. Internal Assessment
6. Co-curricular activities

c) Grievance Against Faculty and staff

1. Academic delivery & quality
2. Classroom conduct
3. Regularity & punctuality
4. Any discrimination / victimization of students

d) Grievance related to examination

1. Registration / Re-registration / Student Records
2. End-Semester exam schedule
3. Evaluation of answer books
4. Re-checking/ Re- evaluation
5. De-barred / Year back cases
6. Delay in conducting examinations
7. Delay in the declaration of results

e) Grievance related to Amenities & Services

1. Common services
2. Extra-curricular facilities
3. Travel Concession
4. Identity Cards

Exclusions

The institution shall not entertain grievance related to:

1. Decisions of the Academic Council / Board of studies and other academic / administrative committees of the parent University and authorities.



2. Decisions with regard to award of scholarships / fee concessions / awards / medals declared by the Government and University.
3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the CET cell during admission process.
5. Decisions of the competent authority on assessment and examination result

Grievance Redressal Mechanism

The Grievance Redressal Cell desires to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered with regard to the activities of the Institution, and in particular, those made by students. The Cell ensures effective solution to the grievances, following the principles of natural justice. The Grievance and Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College.

The grievance redressal cell shall receive and redress grievances of students.

- I. The grievance shall be redressed depending upon the nature of grievance.
- II. The grievances are invited through online and offline mode.
- III. The college level counselling is offered where the matter can be resolved.
- IV. The grievances pertaining to amenity to be resolved by the class teacher.



- V. Academic, internal evaluation, administrative and other related grievances shall be redressed after receiving written and signed application.
- VI. The grievance redressal committee headed by the principal shall review the complaint and invites both parties for discussion.
- VII. Outcome of the discussion is communicated to concern parties.
- VIII. The grievances are redressed at the earliest by issuing warning letter, memo and reformation remedies.
- IX. Priority is given according to the urgency of the complaint.
- X. In all cases the aggrieved shall informed of measures implemented.
- XI. Check in the system is introduced to avoid repetition of the complaint.
- XII. All the grievances concerning to women harassment and ragging shall be dealt by the respective committees as per the prescribed procedures.

