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Shikshan Prasarak Mandali's
Tilak College of Education,
Pune- 411030

Student Grievance Redressal Policy

From 6th May 2019 as per
University Grants Commission
(Redress of Grievances of Students) Regulations, 2019



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S.P. Mandali's

टिळक शिक्षण महाविद्यालय, पुणे - ४११ ०३०.

Tilak College of Education, Pune 411 030.

NAAC - Reaccredited to Grade 'A' from 25th October 2013

1663/2, Sadashiv Peth, S.P. College Campus, Pune - 411 030.

Affiliated to Savitribai Phule Pune University (ID No. PU/PN/Edn/009, 1941)

Website : www.tilakcollegeofeducation.edu.in E-mail : tilakcollege1941@gmail.com

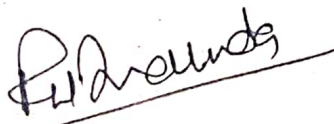
Ref.No.

Date :

Grievances Committee for Academic Year 2021-22

Name of Members –

- ❖ Dr.Dipak Chavan –Convener
- ❖ Dr.Chandan Shingate (M.Ed Representative)
- ❖ Mrs.Ashwini Gandhe (Office Representative)
- ❖ Shri.Raju Chavan (Non-Teaching Staff)


Dr.Radhika Inamdar



Principal
PRINCIPAL
Tilak College of Education
Pune-411030.

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Introduction

In accordance with the University Grants Commission (Redress of Grievances of Students) Regulations, 2019, Tilak College of Education shall have a mechanism to address grievances of Students. Accordingly a policy for grievance redressal of students has been outlined as under with an aim and objective to redress the grievances of the Students of Tilak College of Education in rational manner. Consequently a Collegiate Student Grievance Redressal Committee (CSGRC) is formed and enforced from the academic year 2019-2020.

Definitions

Grievance

Grievance means, and includes, complaint(s) made by an aggrieved student in respect of the admission, return of documents, fees, reservation policy, scholarships, examination, student amenities, discrimination of students, quality of education, harassment or victimization of a student.

Collegiate Student Grievance Redressal Committee

Collegiate Student Grievance Redressal Committee (CSGRC) means a committee constituted under University Grants Commission (Redress of Grievances of Students) Regulations, 2019, at the level of an institution, being a college.

[University Grants Commission (Redress of Grievances of Students) Regulations, 2019]

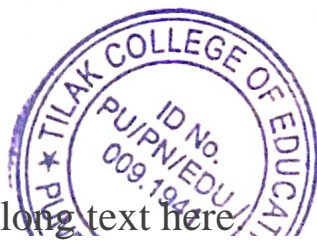
Aim

To redress the grievances and concerns by students of Tilak College of Education, Pune as and when they arise is the aim of the Student Grievance Redressal Cell.

Objectives

The constituted Student Grievance Redressal Cell will function for the redressal of complains and problems reported by the students of the College with the following objectives:

1. To uphold the dignity of the College by ensuring conflict free atmosphere in the Institute through promoting cordial relationship among students, staff members and inter relationship between students and staff.
2. To advise the students to respect the right and dignity of one another and show



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utmost restraint and patience whenever any occasion of flaw arises.

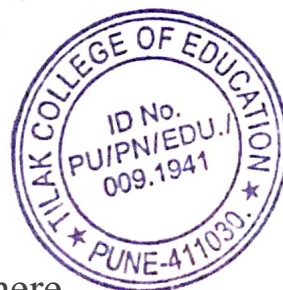
3. To advise all staff to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
4. To develop a responsible and receptive attitude among all the stakeholders to maintain the conducive educational environment in the college.
5. To develop and maintain pleasant student- teacher and student-student relationships in the College.
6. To encourage the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
7. To provide opportunities for redress of certain grievances of the students.
8. To redress the problems reported by the students for ensuring conflict free atmosphere in the college.
9. To redress any kind of mental or physical harassment complaints regarding class room management, class room teaching, teaching methods of teaching, completion of syllabus etc., if and when they arise.

Functions

- The cases will be attended promptly on receipt of written/oral grievances from the students directly or indirectly.
- The cell formally will review all cases and will prepare statistical reports about the number of cases received.
- 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.

Scope

The students are the main stakeholders in any institution imparting education, and it's our endeavor to make all efforts to ensure transparency in all the activities at different stages. Grievance means, and includes, complaint(s) made by an aggrieved student in respect of the admission, return of documents, fees, reservation policy, scholarships, examination, student amenities, discrimination of students, quality of education, harassment or victimization of a student. Taking this spirit in to consideration the College has decided



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to provide mechanism to students for redressal of their grievances. The Grievances may broadly include the following:

- **Academic Matters:** Related to timely issue of Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters, class room activities, labs, guest lectures, placement and training programs.
- **Financial matters:** Related to dues and payments for various items from college.
- **Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food (Canteen), victimization by teachers etc.

Exclusions

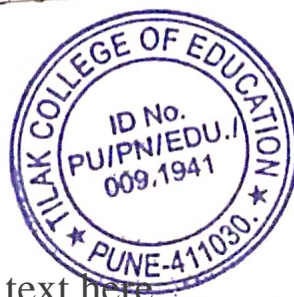
The Student grievances redressal committee shall not entertain the following issues:

- Decisions of the Savitribai Phule Pune University, Pune and committees constituted by the University.
- Decisions with regard to award of scholarship, fee concessions, medals etc.
- Decisions made by the University with regard to disciplinary matters and misconduct.
- Decisions of the Admissions Regulating Authority, Government of Maharashtra / University about admissions in any course offered by the institute.
- Decisions by competent authority on assessment and examination result.
- Decisions related to Women grievances and ragging.

Procedure for submitting grievance

Tilak College of Education has adopted following procedures for submitting grievances from students:

- a) **Open Door:** General invitations to students informally drop in the Principal's room and talk informally over their grievance. They may even present the grievance through the official contact numbers of the Principal.
- b) **Drop Box:** Students can drop their complaints in the drop box available in the ground floor of main building.
- c) **Opinion Surveys:** Through mentor and other feedback schemes, the opinion surveys may be conducted for better understanding.
- d) **E-mails:** Through separate e-mails to the Principal or to an email created for grievances purpose grievances@tilakcollege.gmail.com



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Collegiate Student Grievance Redressal Committee (CSGRC)

- i. A complaint from an aggrieved student relating to a college shall be addressed to the Collegiate Student Grievance Redressal Committee (CSGRC), with the following composition, namely:
 - a) Principal of the college – Chairperson;
 - b) Three senior members of the teaching faculty to be nominated by the Principal – Members;
 - c) A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.
- ii. The term of the members and the special invitee shall be two years.
- iii. The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- iv. In considering the grievances before it, the CSGRC shall follow principles of natural justice.
- v. The CSGRC shall send its report with recommendations, if any, to the Vice-Chancellor of the affiliating University and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

Mechanism for redressal of Grievances of Students

- 1) An aggrieved person shall present his/her grievance in writing to the Principal.
- 2) 'Grievance and Suggestion Box' is placed on the ground floor in the Main building of the College.
- 3) All complainants should file their grievances by filling Grievance form available in the office or email it to separate email grievances@tilakcollege.gmail.com
- 4) Once a week at the Grievance form dropped in the box and emails are collected and forward to the Student Grievance redressal committee.
- 5) This committee will classify these Grievance into i) Academic ii) Non-Academic, iii) Related to the Assessment iv) Related to the Attendance v) Related to the conduct of Examinations vi) Related to canteen facility vii) Harassment by other student or staff.
- 6) Grievance redressal committee collects the necessary documents regarding the grievance and carefully discussed to implement redressing mechanism.



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- 7) Grievance redressal committee decides the action to be taken for the redressal.
- 8) The Principal is required to furnish the answer within one week of the presentation of grievance.
- 9) The Student Grievance Redressal Committee (CSGRC) the committee shall give their decision within 15 days of the presentation of the complaint(s).
- 10) The committee will deals with all genuine grievances of students of the college.
- 11) The committee will meet at least once in a month to resolve the grievances.
- 12) The number of grievance settled or pending will be report to the Principal in every month.
- 13) One may refer to the UGC and University Circular for more details regarding the grievance redressal process.
- 14) Confidentiality and privacy is maintained.

Note

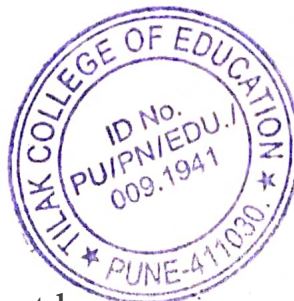
- The decision of the Student Grievance Redressal Committee (SGRC), in such matters shall be final and there shall be no further appeal in the matter.
- The committee will recommend appropriate action against complainant(s), if complaints made are found to be baseless or insignificant.
- College Development Committee (CDC) of the College may revise the procedure from time to time.

Collegiate Student Grievance Redressal Committee (CSGRC)

A complaint from an aggrieved student relating to a college shall be addressed to the Collegiate Student Grievance Redressal Committee (CSGRC), with the following composition, namely:

1. Prin. Dr. Radhika Inamdar
2. Prof. Dipak Chavan
3. Dr. Rajendra Thigale
4. Dr. Chandan Shingate
5. Shri. Govind Bombilwad

Chairperson
Convener
Member
Member
Special Invitee
(2021-2023)



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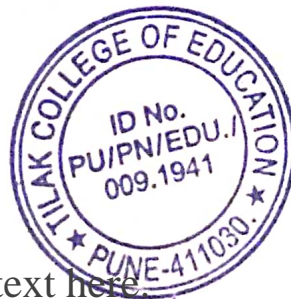
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Students' Grievances

Students' Grievances includes all the complaint(s) made by an aggrieved student in respect of the following:

1. Admission contrary to merit determined in accordance with the declared admission policy of the institution;
2. Irregularity in the process under the declared admission policy of the institution;
3. Refusal to admit in accordance with the declared admission policy of the institution;
4. Non- publication of prospectus by the institution, in accordance with the provisions of these regulations;
5. Publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
6. Withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
7. Demand of money in excess of that specified to be charged in the declared admission policy of the institution;
8. Violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
9. Nonpayment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
10. Delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
11. Failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
12. Non-transparent or unfair practices adopted by the institution for the evaluation of students;
13. Delay in, or denial of, the refund of fees due to a student who withdraws



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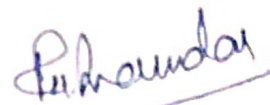
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admission within the time mentioned in the prospectus, or as may be notified by the Commission;

14. Complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
15. Denial of quality education as promised at the time of admission or required to be provided; and
16. It also includes the Harassment or victimization of a student other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.


Dr. Dipak Chavan
Convener




Dr. Radhika Inamdar
PRINCIPAL
Tilak College of Education
Pune-411030.

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Shikshan Prasarak Mandali's

Tilak College of Education, Pune- 411030

Student Grievance Redressal Cell

Date: 15-02-2022

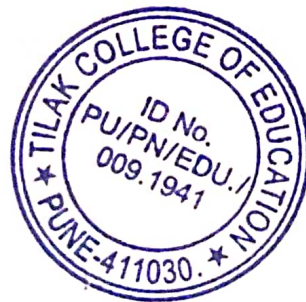
Notice

Following members of Collegiate Student Grievance Redressal Committee (CSGRC), Tilak College of Education, Pune are hereby informed that the meeting of has been scheduled on Friday, 18-02-2023 at 11:30 a.m. in Staff Common room.

- | | |
|------------------------------|--------------------------------|
| 1. Prin. Dr. Radhika Inamdar | Chairperson |
| 2. Prof. Dipak Chavan | Convener |
| 3. Dr. Rajendra Thigale | Member |
| 4. Dr. Chandan Shingate | Member |
| 5. Shri. Govind Bombilwad | Special Invitee
(2021-2023) |

Agenda:

1. To take cognizance of the grievances received from students.
2. To discuss and evaluate the nature of the grievances.
3. To discuss and approve the methods of redressal and appropriate action to be taken in the matter
4. Any other item with the permission of Chair.



Dr. Radhika Inamdar

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PRINCIPAL

Tilak College of Education
Pune-411030.

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Shikshan Prasarak Mandali's
Tilak College of Education, Pune- 411030
Student Grievance Redressal Cell

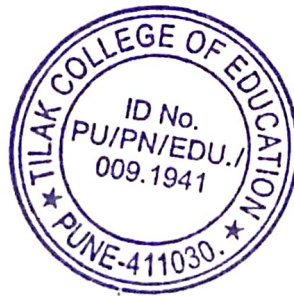
Date: 18-02-2022

Meeting of Collegiate Student Grievance Redressal Cell
(CSGRC)

Meeting of Collegiate Student Grievance Redressal Cell (CSGRC) Committee members was held on Friday, 18-02-2022 at 11:30 a.m. under the Chairpersonship of Principal Dr. Radhika Inamdar.

Members Present:

Sr.No.	Name	Designation	Signature
1	Prin. Dr. Radhika Inamdar	Chairperson	<i>Dr. Radhika Inamdar</i>
2	Prof. Dipak Chavan	Convener	<i>Dipak Chavan</i> 18/02/22
3	Dr. Rajendra Thigale	Member	<i>Rajendra Thigale</i> 18.2.22
4	Dr. Chandan Shingate	Member	<i>Chandan Shingate</i> 18.2.22
5	Shri. Govind Bombilwad	Special Invitee	



Dr. Radhika Inamdar
 Dr. Radhika Inamdar
 Principal
 PRINCIPAL
 Tilak College of Education
 Pune-411030.

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Shikshan Prasarak Mandali's
Tilak College of Education, Pune- 411030
Student Grievance Redressal Cell

Date: 18-02-2022

Meeting of Collegiate Student Grievance Redressal Cell (CSGRC)

Meeting of Collegiate Student Grievance Redressal Cell (CSGRC) Committee members was held on Friday, 18-02-2022 at 11:30 a.m. under the Chairpersonship of Principal Dr. Radhika Inamdar.

The Agenda for the discussion were as follows:

1. Item No. 1: To take cognizance of the grievances received from students.
2. Item No. 2: To discuss and evaluate the nature of the grievances.
3. Item No. 3: To discuss and approve the methods of redressal and appropriate action to be taken in the matter
4. Item No. 4: Any other item with the permission of Chair.

Minutes:

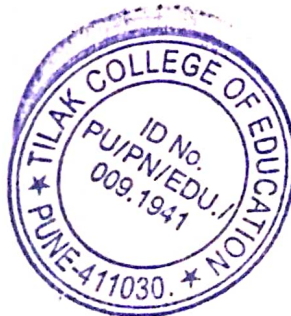
1. Item Nos. 1, 2, and 3:

Due to Covid-19 induced pandemic situation and the lockdown imposed thereby, there have been no instances of complaints or grievances registered by the students in the time period immediately prior to the meeting date. Consequently discussion of item nos. 1, 2 and 3 is moot.

2. Item No. 4:

It was decided to communicate the mechanism of grievance redressal by the College Grievance Redressal Cell to all the learners through:

- Issuance of Notice to learners.
- Comprehensive information link made available on the College website.



Dr. Radhika Inamdar
 Dr. Radhika Inamdar

Principal
PRINCIPAL
 Tilak College of Education
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Shikshan Prasarak Mandali's
Tilak College of Education, Pune- 411030
Student Grievance Redressal Cell

Date: 18-02-2022

**Action taken report for the Meeting of
 Collegiate Student Grievance Redressal Cell (CSGRC)**

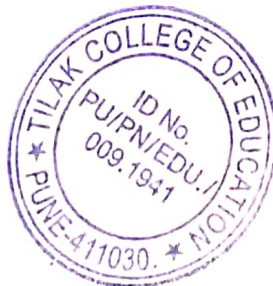
Meeting of Collegiate Student Grievance Redressal Cell (CSGRC) Committee members was held on Friday, 18-02-2022 at 11:30 a.m. under the Chairpersonship of Principal Dr. Radhika Inamdar.

The agenda of the said meeting was as under:

1. Item No. 1: To take cognizance of the grievances received from students.
2. Item No. 2: To discuss and evaluate the nature of the grievances
3. Item No. 3: To discuss and approve the methods of redressal and appropriate action to be taken in the matter
4. Item No. 4: Any other item with the permission of Chair.

As per the discussions conducted and the approved minutes in the said meeting action was taken as under:

1. Item Nos. 1, 2, and 3:
 Due to Covid-19 induced pandemic situation and the lockdown imposed thereby, there have been no instances of complaints or grievances registered by the students in the time period immediately prior to the meeting date.
 Consequently discussion of item nos. 1, 2 and 3 is moot.
2. Item No. 4:
 It was decided to communicate the mechanism of grievance redressal by the College Grievance Redressal Cell to all the learners through:
 - Issuance of Notice to learners.
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