



**Dr. Rafiq Zakaria Campus**  
Maulana Azad Education Society's  
**MARATHWADA COLLEGE OF EDUCATION**  
Chh. Sambhajinagar (Aurangabad)

## **Grievance and Redressal Policy**

In pursuance with the UGC guidelines vide UGC (Grievance Redressal) Regulations 2012 and University Grants Commission Notification F.1-13/2022 (CPP-II) dated 11th April 2023 regarding UGC (Redressal of Grievances of Students) Regulations, 2023, the College has formulated a Grievance Redressal Policy for students which serves as a transparent mechanism for the students of the College for redressal of their grievances. For this purpose, the College has constituted Grievance and Redressal Committee for resolution of grievances of students. It would be the responsibility of the Committee to ensure that the grievance redressal process is time bound and result oriented.

The scope of grievances shall be restricted to academics, examinations, services, financial issues, infrastructure, canteen, discrimination, victimization and harassment.

**“Grievance”** means, and includes, complaint(s) made by an aggrieved student.

## **OBJECTIVES OF THE COMMITTEE**

1. To develop an organizational framework to resolve grievances of the students.
2. To encourage the students to express their grievances and problems freely and frankly, without any fear of being victimized.
3. To provide the students access to immediate, hassle-free recourse to have their grievances redressed.
4. To inform the students about their duties and responsibilities and access to benefits due under the policy.
5. To establish interactions with students in order to elicit information from them about their expectations.
6. To promote cordial relationships with the students.
7. To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.
8. To advise all staff members to behave professionally and not be vindictive towards any student for any reason.

## **PROCEDURE FOR GRIEVANCE REDRESSAL**

- A complaint from an aggrieved student relating to college shall be addressed to the College Grievance Redressal Committee.
- In considering the grievances before it, the Committee shall follow principles of natural justice.

- The committee shall look into the complaint of the aggrieved student and judge its merit. It shall take appropriate actions and provide solution of grievances in a fair and impartial manner. It shall maintain necessary confidentiality and sensitivity, as per the merits of the case.
- Students with genuine grievances may approach the committee to submit their grievance in writing. In case the student is unwilling to appear in person, grievances may be dropped in writing in the suggestion/grievance box.
- The students can also submit their grievances **online** through the college website.
- All grievances shall be settled within the institutional jurisdiction/premises and no student shall be entitled/authorised to approach any authority outside the institution for redressal.
- Voicing the grievance publicly or through press is not allowed and shall expose the student to disciplinary action under rules.
- The committee shall send its report with recommendations, if any, to the Principal of the College and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complain
- The Committee will try to resolve the issue within **15 working days** of the receipt of the grievance.
- The committee shall arrive at a solution which will be implemented as a means of corrective action.

- The Committee shall communicate the action taken/solution to the Principal.
- Upon completion of proceedings, the Committee shall communicate the final decision/solution to the grievant.

If, there is no response within the stipulated time from the respective department or the grievant is not satisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the Principal of the college.

If, the grievance is against any of the committee member then the grievant may directly submit his/her grievance in writing or in person to the Principal.

Once the grievant indicates acceptance of the resolution, then the complaint/grievance is considered as closed.

The proceeding regarding each grievance shall be documented in a systematic manner. The information relating to the proceedings shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee.

## **MONITORING & EVALUATION**

- Quarterly meetings to review.
- Annual report with data on control.

## **POLICY REVIEW**

This policy shall be reviewed every three years or earlier based on statutory updates, stakeholder feedback, or changes in institutional needs.

IQAC Coordinator

Principal