

Grievance Redressal Committee Policy and Procedures

July 2019-July 21

1. OBJECTIVES

- To uphold the dignity of the college by promoting cordial Student-Student relationship, Student-Teacher relationship
- To investigate and review complaints or grievances of students, staff and faculty members.
- To create awareness of availability of members for students, staff and faculty members to report grievances.
- To investigate the cause of grievances.
- To resolve the grievance with the help of members depending upon the gravity of the case
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the University campus; To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.

2. GRIEVANCES REDRESSAL COMMITTEE:

A high-power committee handles the function of remedying of grievances. It is guided by the Principal of the college as Chairman of the committee. The committee will consider only formal written application or shared online grievances using the following link: https://forms.office.com/Pages/ResponsePage.aspx?id=SpqdCOGbdE6_5oa75-8rXaBldnGCZS9BusNQ8MEmvVNUMFpDQUxvRIRJNU01SzRHttNOVFVDVknOVc4u .

The committee will put its best efforts in order to arrive at a right decision / amicable solution expeditiously.

Timely circulars issued by the government on redressing specific grievance are also uploaded on the institute website viz: <https://www.bcp.edu.in/Grievances.pdf>, https://www.bcp.edu.in/UGC_Public-Notice---Redressal-of-Grievances-Related-to-COVID-19-Pan.pdf

The Grievance Redressal Committee consists of the following members (2019-2021):

Sr. No.	Name	Designation
1	Prof. Krishnapriya Mohanraj	I/c Principal
2	Dr. Mrs. P. K. Ambre	Co-ordinator
3	Dr. Mrs. U. A. Shinde	Member
4	Dr. G. R. Pereira	Member
5	Mr. B. G. Kawade	Member
6	Ms. Afreen Khan	Student Member
7	Ms. Hemali Savla	Student Member

3. FUNCTIONS OF THE COMMITTEE:

- a. To provide with proper advocacy to aggrieved student/staff to express their grievances freely and frankly without any fear of being victimized.
- b. To analyze the merits of grievances and conduct formal hearings and investigation as the case may be
- c. To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines.
- d. To obtain the facts through relevant sources in a fair and objective manner.
- e. To ensure speedy disposal of every grievance application.

4. DEFINITION as given in “University Grants Commission (Redress of Grievances of Students) Regulations, 2019, F.No. 14-4/2012(CPP-II)” defines following terms under the Grievance policy:

- “Act” means the University Grants Commission Act, 1956 (3 of 1956);
- “aggrieved student” means a student who has any complaint in the matters concerned with the grievances defined under these regulations, and includes a person seeking admission to any institution of higher education
- “college” means any institution, whether known as such or by any other name, which provides for a course of study for obtaining any qualification from a university and which, in accordance with the rules and regulations of such university, is recognized as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification;
- “Commission” means the University Grants Commission established under section 4 of the UGC Act, 1956.
- “Grievances” include the following complaints of the aggrieved students, namely:
 - a. Demand of excess money other than that specified in the declared admission policy or approved by the competent authority to be charged by the institution;
 - b. Complaints of the students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Minority or Disabled categories;
 - c. Denial of quality education as promised at the time of admission or required to be provided;
 - d. On provision of student amenities as may have been promised or required to be provided by the institution;
 - e. Non transparent or unfair evaluation practices;
 - f. Non payment or delay in payment of scholarships to eligible student that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority;
 - g. Non transparent or unfair evaluation practices.
 - h. Harassment and victimization of students/staff, including sexual harassment.

5. STANDARD OPERATING PROCEDURE FOR HANDLING GRIEVANCE

1. On receipt of the written complaint or online complaint / grievance, the office superintendent notifies the grievance to the committee members by sending the formal letters or mails.
2. The concerned committee shall investigate the cases directed accordingly.
3. The meeting agenda is shared with the committee members and the complainant and concerned member.
4. 4.A hearing or clarification with the complainant and from the concerned may be taken in the presence of the members.
5. The committee is required to resolve the matter and the complainant shall be informed about the action taken by the committee.
6. If the complaint / grievance is found invalid, the complainant and the person against whom the complaint is made, will be informed accordingly and penal action may be taken.
7. The complaint in any case shall be resolved within a one month of its receipt.