

**RAYAT SHIKSHAN.SANSTHA'S**  
**ISMAILS AHEB MULLA LAW COLLEGE, SATARA**  
**GRIEVANCE REDRESSAL POLICY**

**Background**

- a) This policy has been framed in line with the provisions of the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023
- b) These regulations shall be called the “SRM University-AP, Amaravati Regulations Governing

**Purpose**

Ismailsaheb Mulla Law College, Satara is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system for its students, which is easily accessible and offered to complainants at no charge.

**Aim**

- a) To develop a culture of understanding, addressing and providing quick redress to grievances and take steps to prevent recurrence of such incidents;
- b) To set in place a grievance handling system that is student focused;
- c) To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- d) To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized and;
- e) To ensure that there is a consistent response to grievances.

**Students' Grievance Redressal Committee**

The College has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student. Anyone with a genuine grievance may approach this Committee.

**Objectives: -**

The objectives of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.



1. A **Grievance Redressal Committee** has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:
2. Upholding the dignity of the College by ensuring strife free atmosphere in the
3. College through promoting cordial Student-Student relationship and Student teacher relationship etc.
4. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
5. Suggestion / complaint box have been installed in front of the Administrative Block in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
6. Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
7. Advising All the Students to refrain from inciting Students against other Students, teachers and College administration
8. Advising all staffs to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.
9. Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the principal.

### **Applicability and Scope of the Grievance Redressal Committee**

- a) These Regulations shall cover any kind of grievance that students of the college may face during their stint in the college
- b) A 'Student' for the purpose of these regulations shall mean a student enrolled for a full-time programme/Diploma of the college
- c) The grievance committee shall consider only individual grievances of specific nature of the students. The grievance committee shall not consider any grievance of general applicability or of collective nature or put forwarded collectively by more than one student.
- d) The students approach the Committee for their grievances regarding academic matters, financial matters, health services, library and other central services.



## **Definition of 'Grievance' as per University Grants Commission (Redressal of Grievances of Students) Regulations, 2023:**

“Grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

- admission contrary to merit determined in accordance with the declared admission policy of the institution;
- irregularity in the process under the declared admission policy of the institution;
- refusal to admit in accordance with the declared admission policy of the institution;
- non-publication of prospectus by the institution, in accordance with the provisions of these regulations;
- publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- 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;
- demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- 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;
- non-payment 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;
- 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;
- 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;



- non-transparent or unfair practices adopted by the institution for the evaluation of students;
- delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Commission;
- complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
- denial of quality education as promised at the time of admission or required to be provided; and
- 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.
- any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution;
- any action initiated/taken contrary to the regulations and/or the regulatory body concerned.

**Functions of Grievance Redressal Committee: -**

1. The cases are attended promptly on receipt of written grievances from the students.
2. The Committee formally meets to review all cases, prepares a statistical report about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities
3. To tackle the grievances of students referred to the committee.
4. Try to promote friendly & amicable relationship among students, faculty and other members of the institution.
5. The constitution of the Grievance Redressal Committee for students is to be widely published
6. To place drop box at conspicuous location for students to feel free to put up their grievance.
7. To dispose the grievances at the earliest.
8. To arrange for counselling of students.
9. To hold at least two meetings in a year



## 10. To maintain a register of minutes of the meetings.

### **Procedure: -**

1. Any aggrieved student may file Grievances through e-mail to [imlcsatara@gmail.com](mailto:imlcsatara@gmail.com) or can contact any member on below mentioned email addresses seeking redressal of grievance.
2. On receipt of complaint, the institution refers the complaint to the Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint
3. After receipt of the complaint, the Student Grievance Redressal Committee fix a date for hearing the complaint which is communicated to the aggrieved students. The cases will be attended promptly on receipt of written grievances from the students.
4. The committee shall conduct inquiry and submit the report with recommendations to head of the institute and a copy thereof to aggrieved student within 15 days from the date of receipt of the complaint.
5. Aggrieved student if not satisfied with the decision of the committee may file an appeal to Principal (Appellate Authority) within 10 days from the date of decision of the committee to seek a relief
6. In case of any false/frivolous Complaint, the “Principal” may order appropriate action against Complainant.
7. The Student Grievance Redressal Committee will act upon those cases which have been forwarded along with the necessary documents.
8. Grievances related to fees etc will be taken up only if the relevant financial documents like demand drafts etc. are attached.

### **Grievance Redressal Committee.**

“Grievance Redressal Committee” has been constituted with following members in different positions to enquire the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same.



## COLLEGIATE STUDENT GRIEVANCE REDRESSAL COMMITTEE

Sr. No.	Name	Position	Designation	Contact details
1.	Dr. Patil D. P.	Principal of the College	Chairperson	Email: patil.deepa25@gmail.com Mobile:9881104345
2.	Prof. Suryawanshi M.N.	Senior faculty of College- 1	Member	Email:profmanjusha@rediffmail.com Mobile:9423006968
3.	Prof. Desai Y.N.	Senior faculty of College-2	Secretary	Email:yogsai1982@gmail.com Mobile:9766070435
4	Prof. G.Y. Nikumbh	Senior faculty of college-3	Member	Email:profgyunikumbh@gmail.com Mobile:9970315368
5.	Ms. Akansha Gurav	Representative from students (for Three years)	Member	Email: imlcsatara@gmail.com Mobile:8329352155

### **Exclusion:**

The grievance Redressal committee shall not entertain the following issue:

- Decision of the academic council/committee of BOS and other administrative committees constituted by the university.
- Decision with regard to award of scholarship and fee concession.
- Decision of the university about admission.
- Decision by the competent authority on assessment and examination result



## **Record-Keeping and Reporting**

- a. The College Grievances Committee shall maintain proper records of all grievances received, investigations conducted, actions taken, and outcomes.
- b. Records should be securely stored and retained for a designated period as per legal requirements and institutional policies.
- c. The committee should submit periodic reports to the college administration, highlighting the number and nature of grievances received and the actions taken.



*Beatil*  
I/c Principal  
Ismallsaheb Mulla Law College  
Satara.