



PUNE DISTRICT EDUCATION ASSOCIATION'S
Waghire College of Arts Commerce and Science,
Saswad, Tal-Purandar, Dist-Pune

Mechanism of Students Grievance Redressal Cell



GRIEVANCE REDRESSAL CELL

Empowering Student Voices

Mechanism of Students Grievance Redressal Cell

The Students Grievance Redressal Cell (SGRC) at PDEA's Waghire College is established to ensure a fair, unbiased, and conducive educational environment. The cell aims to address and resolve grievances raised by students concerning academic and administrative issues, ensuring that the college operates with responsiveness, accountability, and courtesy.

Objectives

The primary objectives of the Students Grievance Redressal Cell include:

- **Support and Assistance:** Providing support to students who feel deprived of services or rights they are entitled to within the college.
- **Accountability:** Making college officials responsive and accountable in their interactions with students.
- **Fair Resolution:** Ensuring that student grievances are resolved impartially and fairly, adhering to the principles of justice and fairness.

Functions

The SGRC performs the following functions:

- **Grievance Redressal:** Addressing and resolving students' grievances related to academic and administrative matters.
- **Coordination:** Acting as a liaison between students and various departments or sections of the college to facilitate grievance resolution.
- **Guidance:** Advising students on the appropriate channels and means to seek redressal for their issues.

Grievance Procedure

The grievance procedure is a formal process that allows students to raise concerns they believe are unfairly impacting their academic or administrative affairs. The procedure includes:

- **Filing a Complaint:** Students must lodge their grievances using the prescribed form, available with the Heads of Departments (HODs). The completed form should be submitted in the drop box outside the Principal's office.
- **Confidential Enquiry:** The SGRC conducts a confidential enquiry to understand the nature and pattern of the grievance. Only those directly involved in resolving the issue are informed of the details.
- **Hearing and Resolution:** The SGRC ensures that the student's right to be heard is respected, and that the grievance is treated without bias. The committee meets to discuss the issue and takes necessary actions to resolve it.
- **Communication of Outcome:** The student is informed of the measures taken to address the grievance. A final report is submitted to the principal, detailing the grievance and the resolution steps undertaken.

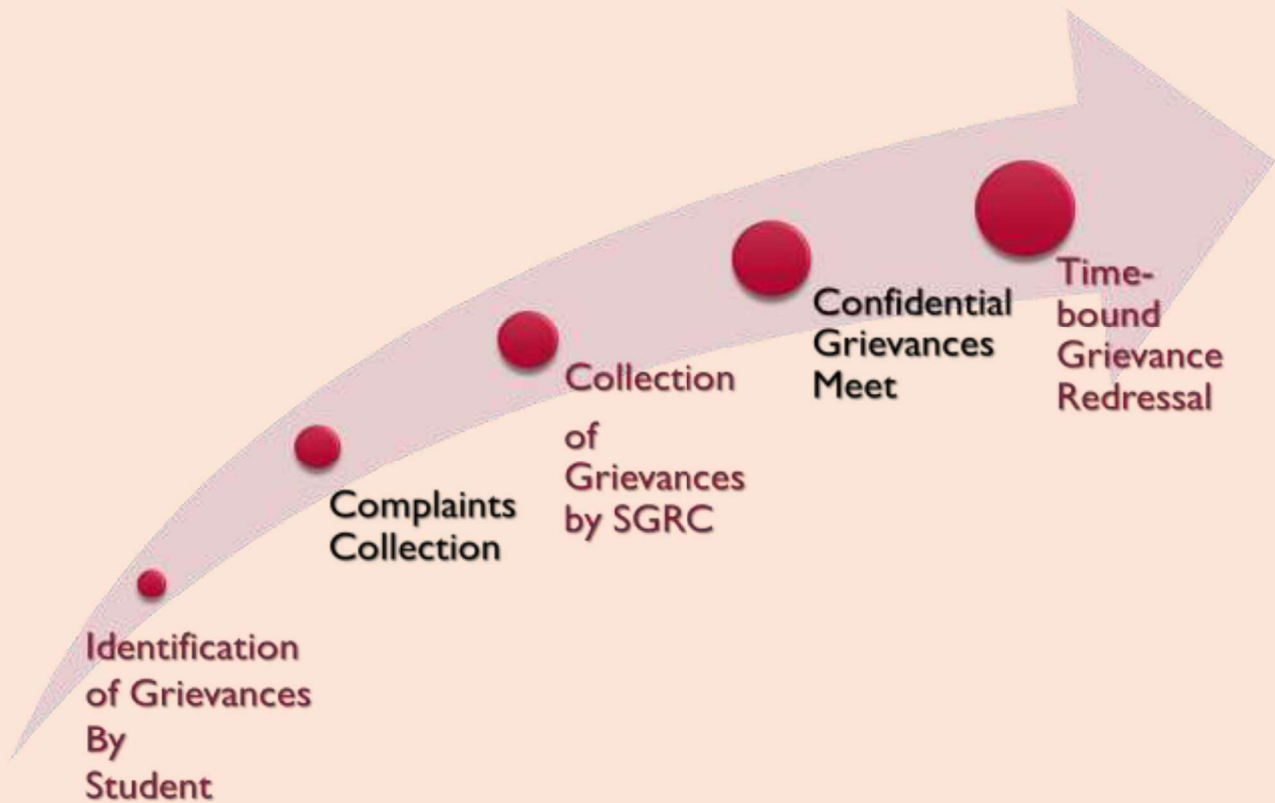
Exclusions

The SGRC does not entertain grievances related to:

- Decisions made by the College Development Committee (CDC) and the Academic Committee.
- Decisions regarding scholarships, fee concessions, awards, or medals.
- Disciplinary actions and misconduct decisions.
- Admissions decisions for any courses.
- Assessment and examination results as decided by the competent authority.

Immediate Redressal Mechanism

Grievances received outside the formal submission process are forwarded to the Vice-Principals for immediate redressal. Prompt actions are taken in these cases, and the aggrieved parties are informed of the outcomes and measures implemented to prevent recurrence.



Composition of the Grievance Cell (2024-25)

The Students Grievance Redressal Cell comprises the following members: (2024-25)

1. **Chairman: Prin. Dr. P. N. Shelke**
2. **Coordinator: Prof. Anil Zol**
3. **Members:**
 1. Dr. Nita Patil
 2. Dr. Vilas Wani
 3. Dr. Vishakha Ganvir
 4. Mr. Sameer Kumbharkar
 5. Shri. Nandkumar Ware
 6. Ms. Siddhi Tanawade

The Students Grievance Redressal Cell at PDEA's Waghire College is committed to providing a supportive and fair environment for students. The cell ensures that grievances are addressed promptly and effectively, maintaining the integrity of the educational experience for all students.

