

Mechanism for Students Grievances Redressal

Chintamani College of Science, Pombhurna has devised a mechanism in order to redress individual as well as collective grievances/complaints of the students related to academic and non-academic matters. There is Grievance Redressal Committees at Institution levels to deal with the grievances of the students. The details of this committee are provided below:

What is a Grievance?

A grievance may be any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with Institution that a student or staff thinks, or even feels, is unfair, unjust or inequitable. Any grievance /complaint relating to sexual harassment will not be covered under these rules as there is a separate mechanism for addressing such matters by Committee against Sexual Harassment. If such complaint occurs, it will be sent to Committee against Sexual Harassment.

Grievance Redressal Committee (GRC):

- ✚ Constitution of the Grievance Redressal Committee is as follows
 - Chairperson (Principal)
 - Two Principal nominated faculty members
 - Female Representative
 - Backward Class representative
 - Non-Teaching staff Member
- ✚ The tenure of the members shall be of two years
- ✚ The quorum for the meeting shall be two, including Chairperson,
- ✚ The GRC shall follow the principles of natural justice while considering the grievances of the students.
- ✚ The College GRC shall send the report and recommendations to University Grievance Redressal Committee within a period of 15 days of receiving the complaint.

Procedure for lodging the formal complaint/grievance:

- Any student or staff of the Chintamani College of Science may lodge a complaint.
- Complaint should be made to Grievance Redressal Committee.

- Complaint may be oral, by email (at principal.ccsp@chintamani.edu.in) or in writing. If the complaint is oral, it will be converted into a written form by the Grievance Redressal Committee member who received the complaint and authenticated by the complainant under his / her signature as soon as possible.
- If the complainant would not like to reveal his/her name for any grievance, they can drop the grievance(s) in the Complaint box.
- Upon receipt of complaint by any member of Grievance Redressal Committee, the member should forward it to principal.ccsp@chintamani.edu.in
- If Student is not satisfied with the redressal offered by the Institute level committee, She/He can submit the appeal to University Grievance Redressal Committee.
- University Grievance Redressal committee shall take the decision within a reasonable time preferably within 15 days of receipt of application. Chairperson decision of University level committee shall be final and abide by the student.

Grievances includes the following complaints of the aggrieved students

- Making admission contrary to merit determined in accordance with the declared admission policy of the institution.
- Irregularity in the admission process adopted by the institution
- Refusing admission in accordance with the declared admission policy of the institution.
- Non Publication of prospectus, (either hard copy / online) as specified in these regulations.
- Publishing any information in the prospectus, which is false or misleading, and not based on facts.
- Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it 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 in the declared admission policy to be charged by such institution.
- Breach in reservation policy in admission as may be applicable.
- Nonpayment or delay in payment of scholarships to any student that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority.
- Delay in conduct of examination or declaration of results beyond the specified schedule in the academic calendar.
- On provision of student amenities as may have been promised or required to be provided by the institution.
- Non transparent or unfair evaluation practices.
- Refund of fees, in case a student withdraws the admission within the stipulated time as mentioned in the prospectus, as notified by the UGC from time to time.

Documents/Links:

<https://www.ugc.ac.in/grievance/>

https://www.ugc.ac.in/pdfnews/1406982_Public-Notice-on-Grievance-redressal.pdf

Grievance Redressal Committee