



S. P. MANDALI's
RAMNARAIN RUIA AUTONOMOUS COLLEGE


GRIEVANCE REDRESSAL POLICY

Name of the organization: S P Mandali's Ramnarain Ruia Autonomous College

Policy Number: RRAC-Acad P-3

Title of the Policy: Grievance Redressal

Effective from: 2017-18


Prof. (Dr.) Anushree Lokur
Principal
Principal
Ramnarain Ruia Autonomous College
Matunga, Mumbai- 400 019

Responsible Party: Vice Principal (Admin), Principal, Management, IQAC

Scope and Audience : Students, Administrative staff and Faculty

Policy Purpose and objectives:


Ramnarain Ruia Autonomous College has established the mechanism – Grievance Redressal Cell to look into the complaints lodged by any student, faculty and support staff and redress it as per requirement. The aggrieved can state their grievance regarding any academic and non-academic matter within the campus. The institution aims at solving the grievances of the aggrieved within stipulated time.

Objectives:

1. To develop an organizational framework to resolve grievances of the students, Teachers and Support Staff
2. To ensure effective solution to the grievances with an impartial and fair approach
3. To investigate the reason for dissatisfaction.
4. To enlighten the students, Teachers and Support Staff on their duties and responsibilities.

Introduction:

Ramnarain Ruia Autonomous College later referred to as Institute, is pleased to declare its policy of Grievance Redressal. The Grievance Redressal Cell has been established to settle the grievances of the students, Teachers and Support Staff within a reasonable time period for further strengthening the bond of the students, Teachers and Support Staff with the institution by maintaining a convenient ambience of academic teaching and learning.


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Composition of Grievance Redressal Cell

Student's Grievance Redressal Cell	Teacher's Grievance Redressal Cell	Support Staff Grievance Redressal Cell
Principal	Principal	Principal
Member Secretary	Member Secretary	Member Secretary
Two Senior Teachers	Two Senior Teachers	Two Senior Teachers
Two other Teachers	Three other Teachers	Three other Teachers
Exam Coordinator		CEO
General Secretary of Students' Council		I/C Registrar

PROCEDURE FOR APPLYING

The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:

- Academic issues pertaining to teaching, learning and evaluation activities
- Administrative issues
- Grievances related to library, canteen and IT services.
- Grievances related to sports, cultural activities

The Respective Grievance Redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff which are received in writing. The GRC shall not consider any grievance of general applicability or of collective nature raised collectively by more than one employee/student. Post receipt of the complaint/application the committee will decide on the merit of the case, regarding scope of further discussion investigation and act promptly.

Grievances that require review shall be redressed by receiving written and signed applications. As soon as the application is received the Redressal Committee shall review the complaint and invite both the parties for discussion. An aggrieved Student or Parent may appear in person to present his/her case. The outcome of the discussion is reported to the Principal for further action to be taken.

In the case, the complainant not satisfied with the decision of the Committee, they may send their appeals to the “OMBUDSMAN” appointed by the Affiliating University. The OMBUDSMAN will fix a date for hearing the Complainant which shall be communicated to the Institute and the aggrieved person. The Institution shall comply with the order of the ombudsman. In case of any false/frivolous Complaint, the ombudsman may order appropriate action against Complaint.

The other grievances are redressed depending on the nature of the grievance. Department level counselling is offered where the matter can be resolved. Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ Principal level.



The College has established a Gender Sensitization Committee against Sexual Harassment to create awareness regarding gender related issues and Internal Complaints Committee for redressing issues related to sexual harassment.

The College has established an Anti-Ragging Committee and Anti-Ragging Squad which functions as per the norms of the University. At the beginning of every academic year, the posters with 'Ragging is banned' are displayed at prominent places. The Committee Members and Members of the squad take the rounds in the institution premises to keep vigilance. Senior members of our Students' Council also help the College in this mission. Teachers make proactive announcements in the classrooms that ragging is banned and the contact numbers of specific teachers or committee members is provided for the students to approach in the event of experiencing / or having knowledge of any ragging incident. The Principal and the Vice-Principals are easily approachable to handle any grievance of staff and students and they try to settle grievances of staff and students amicably.

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