



KINDLE THE LIGHT

SADHU VASWANI MISSION'S  
**ST. MIRA'S COLLEGE FOR GIRLS**

[An Autonomous College Affiliated to the Savitribai Phule Pune University]

[ARTS, COMMERCE, SCIENCE, BBA, BCA]

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Dr. Jaya Rajagopalan  
Principal Incharge

PU/PN/AC/015/(1962)  
College Code No. : 013

Notification No. A-7(z)/2021-2022/52 dated 20.10.2021

Subject: St. Mira's College for Girls Grievance Redressal Policy and Procedure Document

It is hereby notified for information of all the concerned that the St. Mira's College for Girls Grievance Redressal Policy and Procedure Documents shall be effective from the date of issuance of this notification.

The St. Mira's College for Girls Grievance Redressal Policy and Procedure Document is enclosed hereunder.



*Jaya*

Dr Jaya Rajagopalan  
Principal Incharge

**St. Mira's College For Girls, Pune**  
**Autonomous (Affiliated to Savitribai Phule Pune University)**

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**GRIEVANCE REDRESSAL POLICY AND PROCEDURE DOCUMENT**

**1. PREAMBLE**

St. Mira's College for Girls is committed to providing high-quality services for the entire College community. The College has set up the Grievance Redressal Committee following the University Grants Commission Regulations 2012 and the provisions of the University Grants Commission supersession notification published in the Government of India Gazette on May 6th, 2019, to promote and develop a safe, fair, and harmonious learning and work environment ([https://www.ugc.ac.in/pdfnews/0588502\\_English.pdf](https://www.ugc.ac.in/pdfnews/0588502_English.pdf)). This document details the Grievance Redressal Policy and Procedure followed by the College.

The procedure applies to all stakeholders of St. Mira's College- students and staff; and is designed for the redressal of all complaints and grievances fairly and consistently. The purpose of the procedure is to maintain high standards in its provision of courses, services, and facilities and rectify causes of dissatisfaction in a fair, prompt, and efficient manner.

**2. AIMS AND OBJECTIVES**

Grievance Redressal Committee aims to facilitate the resolution of grievances fairly and impartially, maintaining necessary confidentiality. The procedure aims to allow all stakeholders the opportunity to express concerns without any fear of recrimination.

The objectives of the Grievance Redressal Policy is to provide:

- Anefficient and open process, which is fair to all parties.
- A procedure designed to resolve problems quickly.
- A thorough investigation into grievances received.
- Improvements to services provided by acting on feedback and the recommendations made following investigations.
- Accurate recording, monitoring and reporting of grievances.



