



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)

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). 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

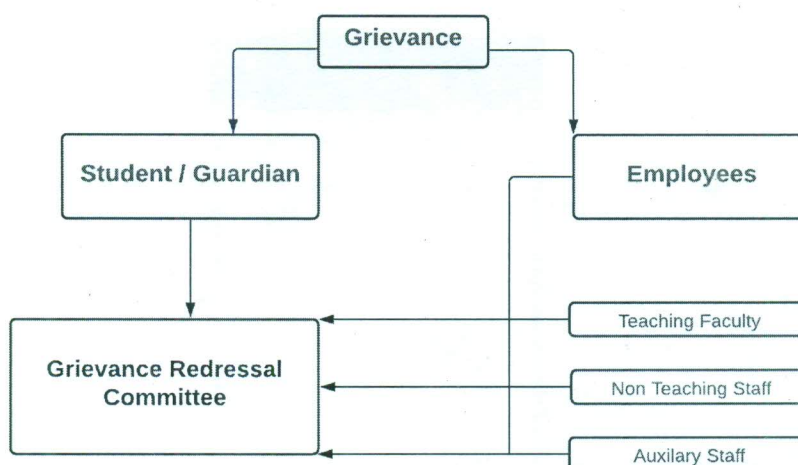
Grievance Redressal Committee aims to facilitate the resolution of grievances fairly and impartially, maintaining necessary confidentiality. The procedure aims to allow all stakeholders the opportunity to express concerns without any fear of recrimination.

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.



3. GRIEVANCE REDRESSAL COMMITTEE



The College has put in place the mandatory grievance redressal procedures for the resolution of all grievances. A centralised Grievance Redressal Committee with its associated committees responsively redresses every grievance received. The Committee considers only formal grievances, either received online through the web form on the College website; or via email at grievance@stmirascollegepune.edu.in, or submitted in hard copy to the Coordinator. The grievance will be thoroughly and objectively investigated by the appropriate associated committee, using the information provided by the student in their formal statement.

3.1 List of St. Mira's College Grievance Redressal Committees

Collegiate Student Grievance Redressal Committee (CSGRC) (as per UGC regulations of 2019)

1.	Dr Jaya Rajagopalan	Principal-In-Charge	Chairperson
2.	Dr Shalini Iyer	Vice-Principal	Member
3.	Ms Elizabeth Kanade	Senior Teaching Faculty	Member
4.	Dr Dimple Buche	Senior Teaching Faculty	Member
5.	Ms Hasina Shaikh	Senior Teaching Faculty	Member
6.	Ms Rekha Kankariya	Senior Teaching Faculty	Member
7.	Ms Ummesalama Karu	Student Representative	Member, Special Invitee



Internal Complaints Committee (ICC-Sexual Harassment)

1.	Dr Vaishali Joshi	Presiding Officer	vaishali.joshi@stmirascollegepune.edu.in
2.	Dr Rama Venkatachalam	Senior Teaching Faculty	rama.venkat@stmirascollegepune.edu.in
3.	Dr Arwah Madan	Senior Teaching Faculty	dr.arwahmadan@stmirascollegepune.edu.in
4.	Ms Vandana Kardile	Non-teaching Member	vandana.kardile@stmirascollegepune.edu.in
5.	Ms Anandmayi Chounde	Non-teaching Member	anandmayi.chounde@stmirascollegepune.edu.in
6.	Ms Uma Mane	Kshitij NGO	umamaane@yahoo.com
7.	Ms Ummesalama Karu	Student Representative - UG	umme.karu@gmail.com
8.	Ms Priti Varma	Student Representative - PG	prativerma3000@gmail.com

Anti-Ragging Committee

1.	Dr Shalini Iyer	Vice-Principal	Chairperson	shalini.iyer@stmirascollegepune.edu.in
2.	Dr Vaishali Diwakar	Senior Teaching Faculty	Member	vaishali.diwakar@stmirascollegepune.edu.in
3.	Ms Veena Kenchi	Senior Teaching Faculty	Member	veena.kenchi@stmirascollegepune.edu.in
4.	Ms Rekha Kankariya	Senior Teaching Faculty	Member	rekha.kankariya@stmirascollegepune.edu.in

Prevention of Caste-based Discrimination

1.	Ms Jyoti Chintan	Senior Teaching Faculty	jyoti.chintan@stmirascollegepune.edu.in
2.	Ms Hasina Shaikh	Senior Teaching Faculty	hasina.shaikh@stmirascollegepune.edu.in
3.	Ms Manjita Kulkarni	Senior Teaching Faculty	manjita.kulkarni@stmirascollegepune.edu.in



Ethics and Conduct/ Disciplinary Committee

1.	Dr Shalini Iyer	Vice-Principal	Chairperson	shalini.iyer@stmirascollegepune.edu.in
2.	Ms Komal Tujare	Senior Teaching Faculty	Member	komal.tujare@stmirascollegepune.edu.in
3.	Ms Ekta Jadhav	Dir. of Physical Edu.	Member	ekta.jadhav@stmirascollegepune.edu.in

COVID-19 Related Grievances

1.	Dr Shalini Iyer	Vice Principal	Chairperson	shalini.iyer@stmirascollegepune.edu.in
2.	Ms Manisha Pimpalkhare	Senior Teaching Faculty	Member	manisha.pimpalkhare@stmirascollegepune.edu.in
3.	Ms Swatee Sarvate	Senior Teaching Faculty	Member	swatee.sarvate@stmirascollegepune.edu.in

The Grievance Redressal Committee members have a term of two years.

3.2. Responsibilities of the Committee:

It is the responsibility of the Committee to:

- put in place a formal grievance procedure in keeping with the grievance policy document
- organise awareness of the grievance redressal mechanism and procedures among stakeholders
- ensure that the College responds to grievances following the procedure set out within the policy
- analyse the merits of grievances received and conduct formal hearings and/or investigations as the case may be
- ensure a thorough, objective and prompt investigation of all grievances
- ensure that all stakeholders who file grievances are treated non-discriminately, without recrimination and that no stakeholder will be disadvantaged on account of raising a grievance.



- vii. preserve the confidentiality of all concerned parties at any stage of the process
- viii. monitor the thorough, objective and timely conduct of grievance investigations and reporting of all findings
- ix. work out a resolution of the issues with the involved parties named in the grievance application; within a maximum period of one month of the receipt of the application.
- x. communicate the written response(s) and the outcome of the investigation to the grievant
- xi. ensure comprehensive analysis of grievances received is undertaken and reported to the College IQAC Committee.

3.3 Applicability and Scope of Grievances

The grievant must be a current and bonafide student or College employee. The broad areas and types of grievance that the Grievance Redressal Committee deals with are related to academics, administration, examination and infrastructure; sexual harassment; ragging; caste-based discrimination; breach of ethics and/or code of conduct; matters related to the COVID-19 pandemic and other grievance as listed in the University Grants Commission (Grievance Redressal) Regulations. It is generally in the best interest of both the grievant and the College if grievances are raised as soon as possible after the relevant matter has occurred. A grievance should normally be raised, under Stage 1 of the procedure, within seven working days of the relevant matter occurring. If the grievant is dissatisfied with the Stage 1 outcome, then the grievant can within fifteen working days submit a formal Stage 2 complaint. If the time limit specified in the procedure has not been complied with, the College will consider whether the grievant has a good reason for delay. All grievances must be raised within a month of the original issue so that evidence is available for investigation. The College will not accept or act upon anonymous grievances.

4. GRIEVANCE REDRESSAL PROCEDURES

4.1 Stage 1: Informal Stage

Any student or staff member who wants to initiate a grievance may in the first stage bring the issue to the notice of the Head of the respective department/office, who will address the issue and try to resolve it within seven working days of the communication of the grievance. The purpose of Stage 1 is to swiftly address issues or concerns on an informal basis. The College believes that a majority of



issues and concerns can be resolved informally at Stage 1 through discussion with the student /staff member at the point closest to where the matter originated.

Stage 1 will normally result in one of the following outcomes:

- i. a solution to the student's issue or concern
- ii. a suitable explanation where the desired outcome cannot be achieved

If the student is dissatisfied with the Stage 1 outcome and wishes to pursue the matter as a formal complaint the student should submit the Stage 2 Grievance Form within fifteen working days of receiving the Stage 1 outcome. Section 4.2 of this procedure explains how a student can submit a formal grievance.

4.2 Stage 2: Raising a Formal Grievance

If the grievance is not resolved informally at Stage 1; or should the grievant desire a formal redressal directly, the grievant may make a formal complaint. Formal grievances should be made in writing. Grievances can be submitted via email, in hard copy, or, preferably, through the grievance web form on the College website.

4.2.1 For online submission of grievances, the grievant must fill in all the details in the grievance web form on the College website, scan and attach the supporting documents and submit it.

4.2.2 For submissions of grievance in hardcopy, the grievant can print the web form, fill and submit the grievance, with the supporting documents, to the coordinator of the grievance committee, Ms. Suhaile Azavedo, at the English Department cubicle, on Tuesdays and Thursdays from 11.00 to 11.30 am

4.2.3 The grievance can also be emailed to grievance@stmirascollegepune.edu.in

The following details must be provided when submitting grievances via email:

- the name of the grievant
- the stream/ class/ subject / specialisation/ academic year
- full contact details of the grievant
- a full statement of the grievance
- brief details of the steps already taken to resolve the grievance at Stage 1 (if any)
- reasons for the dissatisfaction with the attempts to resolve the grievance
- copy (not original documents) of all documentary evidence the student wishes to submit



4.2.4 Acknowledgement

All formal grievances will be acknowledged, in writing within three working days of receiving the application.

4.3 Stage 3: Inquiry and Investigation

Formal grievances will be forwarded to the appropriate Committee (as listed under 3.1) for investigation using the information provided by the grievant. The Committee shall analyse the merits of the grievance and initiate inquiries with the respective department/office/individual (linked with the grievance) within fifteen days. Once the investigation is completed, the findings will be shared with the Grievance Redressal Committee.

4.4 Stage 4: Review and Completion of Procedures

The Grievance Redressal Committee and the investigating committee will jointly make a thorough review of the investigation and the redressal process and use their best efforts to work out a resolution of the issues named in the grievance application. The resolution will be communicated to the grievant via e-mail within ten working days. Once the grievant indicates a written acceptance of the resolution at this level, the matter is deemed closed and a 'completion of procedures' mail will be sent to the grievant. The timeframe for the redressal of a grievance from application to completion of the procedure is one month. If there is no response from the grievant within fifteen days of receiving the resolution and recommendation mail, the matter will be deemed closed.

5. APPEALS

5.1 Appeal Level 1

Grievances should be resolved amicably and conclusively, in compliance with the abovementioned grievance redressal procedures. However, if the grievant wishes to appeal against the outcome of the formal inquiry and investigation, then the grievant should write or send an email, requesting an appeal, to the Grievance Redressal Committee (grievance@stmirascollegepune.edu.in), within fifteen working days of receiving the resolution and recommendation mail.



The Vice-Principal of the College alongwith the Grievance Redressal Committee and the investigating Committee will review the documentation, the investigation procedure and the resolution offered. If deemed necessary, a re-investigation will be conducted during which the involved parties may be called for a hearing; or maybe requested to submit additional information and testimonies; and, interview witnesses, if necessary.

After the hearing or re-investigation, Vice-Principal, the Grievance Redressal Committee and investigating Committee shall use their best efforts to work out a resolution of the issues involved with the parties named in the grievance application. Upon completion of proceedings, following the outcome of Appeal Level 1, a formal response, via email, will be sent to the grievant within fifteen working days of receipt of the appeal.

5.2 Closure of Grievance:

The grievance shall be considered as resolved and closed when:

- i. the grievant has indicated acceptance of the resolution, in writing, offered at Appeal Level 1
- ii. the grievant has not responded within fifteen working days from the date of intimation of resolution offered at Appeal Level 1

5.3 Appeal Level 2

If, after all the above-mentioned endeavours to resolve the grievance, a grievant is still dissatisfied, she/he may request a personal interview with the Principal of the College. The interview shall be arranged within ten working days of the submission of the request. The Principal may request a report of all procedures followed to the date; conduct an additional review of the formal investigation and documentation gathered so far. The Principal may confirm or rescind the earlier decision in the light of this report and review and will formally decide what corrective action can be implemented if any. A written reply will be sent to the grievant within 20 working days of receiving the request for Appeal Level 2. The Appeal Level 2 exhausts the College's internal procedures. There will be no further opportunity to pursue the grievance within the College.

Please see Appendix A for the Infographic of the Grievance Procedure



6. General Principles and Guidelines :

6.1 Formal Grievance: A formal grievance must always be a detailed written complaint submitted via the webform or email at grievance@stmirascollegepune.edu.in, or in hardcopy to the Coordinator of the Grievance Redressal Cell, within one calendar month from the date of occurrence of the event giving rise to the grievance.

6.2 Time frame: The Grievance Redressal Committee shall work towards the redressal of every grievance within one calendar month of the receipt of application/grievance.

6.3 Fairness: All stakeholders of the College shall be entitled to process their grievances without fear of retaliation, coercion, or discrimination. The College will strictly prohibit any such retaliation, coercion, or discrimination. The grievance procedure will not curtail the informal day-to-day contact between the College and the grievant. Any complainant who makes a grievance in good faith will not be adversely affected by the fact of the grievance, whether or not the grievance is upheld. They will have a fair opportunity to present their complaint and will be provided with clear reasons for the outcome of each stage of the procedure.

6.4 Representation: No proxy or deputation will be allowed. The aggrieved student or staff member shall have to apply individually and present her case before the Grievance Redressal Committee

6.5 Confidentiality: The College shall maintain the confidentiality of information shared throughout the grievance process. All information collected will be treated as confidential and will not be disclosed to third parties without the consent of the parties involved.

6.6 Documentation: All information relating to the proceedings of grievances shall be treated as confidential, accessible only to the members of the Grievance Redressal Committee.

a) Copies of the written complaint and the written description of action submitted by the investigating committee will be maintained for two years, after which they will be purged altogether.

b) The annual report of the Grievance Committee will contain the following information:

- i. The total number of complaints received in an academic year
- ii. The types of complaints received by generic category

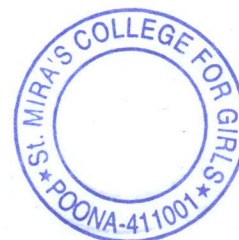


- iii. The total number of complaints conclusively resolved
- iv. A summary record of each complaint received, the action taken by the College, and any other information concerning the grievance/ resolution.

6.7 Exclusions: The following grievances shall not be taken up for consideration and disposal:

- Decisions of the Academic Council/Academic Committees constituted the College
- Complaints involving policy matters in which the grievant has not been directly or indirectly affected
- Decisions about disciplinary matters and breach of the College Code of Conduct
- Decisions concerning the recruitment and selection process
- Decisions by a competent authority on assessment and examination result/ revaluation or remarking of answer sheets
- Complaints that are anonymous,frivolous, vexatious, or motivated by malice will not be entertained/processed

6.8 Feedback: Grievance Redressal Committee will collect formal feedback from relevant stakeholders (students and staff) from time to time on account for *reviewing* and *improving the* grievance handling and redressal process.



APPENDIX A - INFOGRAPHIC OF THE GRIEVANCE PROCEDURE

