



Student Grievance Redressal Committee (SGRC / CGRC)

(Statutory Committee as per UGC Public Notice on Grievance Redressal Regulations dated 7th December 2018)

Student Grievance Redressal Committee – As a Statutory Committee

The Student Grievance Redressal Committee (SGRC/CGRC) is a **statutory body** constituted under the **UGC Grievance Redressal Regulations, 2018** to ensure fair and timely redressal of student complaints in higher educational institutions. This committee is responsible for upholding student rights and fostering a transparent and accountable academic environment.

Statutory Basis:

- **UGC Grievance Redressal Regulations, 2018:** Mandates establishment of structured grievance redressal mechanisms at college and university levels.
- **Maharashtra Public Universities Act, 2016:** Supports formation of grievance committees to protect student welfare.
- **AICTE/NAAC Guidelines:** Recommend transparent processes and grievance resolution frameworks to improve student services.

Objectives of the Statutory SGRC:

- To provide a platform for students to raise academic, administrative, or personal concerns.
 - To resolve grievances in a fair, time-bound, and student-friendly manner.
 - To promote student satisfaction and ensure institutional accountability.
 - To protect student rights related to admissions, fees, scholarships, and documents.
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Composition (As per UGC Guidelines & Institute Document):

Sr. No.	Designation/Position
1	Chairperson (I/C Principal)
2	Member (Senior Faculty – Male)
3	Member (Faculty – Female)

Functions of SGRC (Statutory Role):

- Address student grievances related to admissions, fees, scholarships, facilities, examinations, or harassment.
- Act upon unresolved complaints from departmental committees (DGRC/IGRC).
- Conduct hearings following principles of natural justice and confidentiality.
- Submit findings and recommendations to the Vice-Chancellor of the affiliating university.
- Coordinate with University Grievance Redressal Committee (UGRC) for escalated cases.

Rules and Regulations:

- Ensure publication of detailed prospectus with all academic and financial information.
 - Resolve grievances within 15–30 days, depending on severity.
 - Maintain transparency in handling student documents and fee structures.
 - Guarantee timely disbursement of scholarships and benefits.
 - Preserve student rights without coercion or bias and ensure non-retaliation.
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Date: 25th February 2025

NOTICE

The Meeting of the Grievance Committee will be held on 5th March 2025 at 1:30 pm in the Principal Room, R.R. International College. The meeting will discuss the agenda outlined below.

AGENDA

1. Addressing Delays in Examination Results.
2. Standardizing Grievance Handling for Marking Errors.
3. Enhancing Practical Training and Internship .

Secretary



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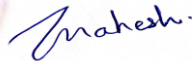

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Circulate to committee members

Sr. No.	Designation/Position	Name	Acknowledgement (via Email / Sign / etc.)
1	Principal	Dr.Snehal Pardeshi	
2	Member (Senior Faculty – Male)	Mahesh Wagh	
3	Member (Faculty – Female)	Hetvi Soni	



The Minutes Of The Grievance Committee

The minutes of the Grievance Committee was held on 5th March 2025 in the Principal room.

Following Members were present

Sr. No.	Designation/Position	Name
1	Principal	Dr.Snehal Pardeshi
2	Member (Senior Faculty – Male)	Mahesh Wagh
3	Member (Faculty – Female)	Hetvi Soni

Agenda with Resolutions:

1. Addressing Delays in Examination Results:

- Complaints were reviewed regarding late result announcements.
- **Resolution:** Result declaration timelines will be revised, ensuring faster processing through additional evaluation staff.

2. Standardizing Grievance Handling for Marking Errors:

- Students expressed concerns about inconsistencies in marking schemes.
- **Resolution:** A formal system for paper re-evaluation will be implemented with clear guidelines and deadlines.



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3. Enhancing Practical Training and Internship Opportunities:

- Discussion focused on improving student exposure to industry-related learning.
- **Resolution:** Collaboration with companies will be strengthened to offer internship programs and skill development workshops.

The meeting was concluded with a Vote of Thanks.



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1st December 2024

NOTICE

The Meeting of the Grievance Committee will be held on 10th December 2024 at 1:30 pm in the Principal Room, R.R. International College. The meeting will discuss the agenda outlined below.

AGENDA

- 1. Strengthening Communication Between Students and Faculty**
- 2. Resolving Infrastructure-Related Complaints**
- 3. Monitoring Effectiveness of Existing Grievance Policies**

Secretary



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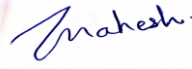

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Agenda with resolution:-

1. Strengthening Communication Between Students and Faculty

- Resolution: Regular student-faculty interaction sessions will be scheduled to foster open discussions on academic concerns and grievances.

2. Resolving Infrastructure-Related Complaints

- Resolution: A campus inspection team will be formed to assess maintenance issues, and necessary repairs will be expedited to improve campus facilities.



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3. Monitoring Effectiveness of Existing Grievance Policies

- Resolution: A periodic review mechanism will be set up to analyze the success of existing grievance policies and introduce necessary improvements.

The meeting was concluded with a Vote of Thanks.



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Date: 5th September 2024

NOTICE

The Meeting of the Grievance Committee will be held on 12th September 2024 at 1:30 pm in the Principal Room, R.R. International College. The meeting will discuss the agenda outlined below.

AGENDA

1. Review of Student Grievances Received in the Last Quarter
2. Enhancing Transparency in Grievance Redressal Process
3. Implementation of Digital Complaint Submission System
4. Addressing Delays in Administrative Processes Affecting Student

Secretary



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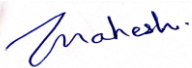

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2	Member (Senior Faculty – Male)	Mahesh Wagh
3	Member (Faculty – Female)	Hetvi Soni

Agenda with resolution:-

1. Review of Student Grievances Received in the Last Quarter

- Resolution: A detailed report of grievances will be compiled, and each case will be reviewed for effective resolution within a stipulated timeframe.

2. Enhancing Transparency in Grievance Redressal Process

- Resolution: Clear guidelines will be published outlining the grievance redressal procedure, ensuring students understand the steps involved.

3. Implementation of Digital Complaint Submission System

- Resolution: A dedicated online portal will be introduced, allowing students to submit grievances easily with real-time tracking of resolution progress.



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4. Addressing Delays in Administrative Processes Affecting Students

- Resolution: A streamlined workflow will be established, setting deadlines for administrative tasks to ensure timely completion of student-related processes.

The meeting was concluded with a Vote of Thanks.



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Date: 5th March 2024

NOTICE

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AGENDA

1. Assessment of Student Opinions on Grievance Handling .
- 2.Enhancing Administrative Response Time.
- 3.Promoting Fair and Impartial Grievance Redressal .
- 4.Implementing Regular Feedback Mechanisms.

Secretary



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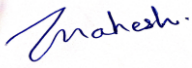

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3	Member (Faculty – Female)	Hetvi Soni

Agenda with Resolutions:

1. Assessment of Student Opinions on Grievance Handling

- Discussion focused on analyzing past grievances and the effectiveness of the current redressal process.
- Resolution:** The committee will conduct a structured evaluation of previously resolved grievances to ensure consistency and fairness. A feedback system will be introduced where students can share their satisfaction levels regarding grievance resolutions.

2. Enhancing Administrative Response Time

- Members reviewed ongoing concerns about delays in official documentation, approvals, and complaint redressal.
- Resolution:** A maximum response time will be established for different types of administrative grievances. Departments handling student complaints will designate specific personnel to ensure swift action within predetermined timeframes.



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3. Promoting Fair and Impartial Grievance Redressal

- Ensuring that all grievances, irrespective of the complainant's identity, are handled with neutrality and fairness.
- **Resolution:** Staff training sessions will be conducted to reinforce unbiased grievance resolution, preventing any form of favoritism or discrimination. Anonymous grievance reporting mechanisms will be strengthened to encourage students to raise concerns without fear of retaliation.

4. Implementing Regular Feedback Mechanisms

- The committee discussed strategies for gathering insights on student experiences regarding grievance redressal.
- **Resolution:** Regular surveys will be conducted to assess the efficiency of the grievance handling process. Additionally, open forums will be scheduled where students can share suggestions directly with committee members to enhance future grievance redressal policies.

The meeting was concluded with a Vote of Thanks.

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Date: 5th December 2023

NOTICE

The Meeting of the Grievance Committee will be held on 12th December 2023 at 1:30 pm in the Principal Room, R.R. International College. The meeting will discuss the agenda outlined below.

AGENDA

1. Organizing Awareness Sessions on Student Rights and Support Services
2. Coordination with External Authorities for Legal Grievances
3. Developing a Feedback Mechanism for Continual Improvement

Secretary



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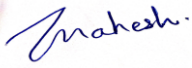

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2	Member (Senior Faculty – Male)	Mahesh Wagh
3	Member (Faculty – Female)	Hetvi Soni

Agenda with Resolutions:

1. Organizing Awareness Sessions on Student Rights and Support Services

- Resolution: Workshops and orientation programs will be conducted to inform students about their rights and available grievance redressal mechanisms.

2. Coordination with External Authorities for Legal Grievances

- Resolution: A liaison officer will be appointed to facilitate communication with external legal bodies, ensuring proper legal assistance for students facing serious grievances.



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3. Developing a Feedback Mechanism for Continual Improvement

- Resolution: Regular surveys will be conducted to gather student feedback on grievance redressal procedures, allowing continuous enhancements based on responses.

The meeting was concluded with a Vote of Thanks.

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Date: 6th September 2023

NOTICE

The Meeting of the Grievance Committee will be held on 12th September 2023 at 1:30 pm in the Principal Room, R.R. International College. The meeting will discuss the agenda outlined below.

AGENDA

Agenda Points:

1. Improvement in Grievance Documentation Process
2. Enhancing Faculty-Student Communication Channels
3. Addressing Infrastructure-Related Complaints
4. Ensuring Swift Action on Urgent Grievances

Secretary



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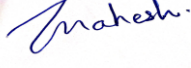

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1	Principal	Dr.Snehal Pardeshi
2	Member (Senior Faculty – Male)	Mahesh Wagh
3	Member (Faculty – Female)	Hetvi Soni

Agenda with Resolutions:

1. Improvement in Grievance Documentation Process:

- The committee examined current grievance documentation practices and identified areas requiring better tracking and clarity.
- Resolution: A standardized digital tracking system will be implemented to ensure every complaint is logged and followed up appropriately.

2. Enhancing Faculty-Student Communication Channels:

- Members discussed ways to improve interactions between faculty and students to resolve academic grievances effectively.
- Resolution: Monthly faculty-student consultation hours will be introduced to provide students direct access to faculty for grievance redressal.

3. Addressing Infrastructure-Related Complaints:

- Concerns regarding campus infrastructure, including classroom facilities, hygiene, and accessibility, were reviewed.
- Resolution: A campus inspection committee will be formed to assess and recommend necessary upgrades based on grievance submissions.



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4. Ensuring Swift Action on Urgent Grievances:

- The committee emphasized the need for quick responses to critical grievances affecting students.
- Resolution: A dedicated response team will be assigned to address urgent complaints within 48 hours and ensure timely resolution.

The meeting was concluded with a Vote of Thanks.



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Date: 5th March 2023

NOTICE

The Meeting of the Grievance Committee will be held on 12th March 2023 at 1:30 pm in the Principal Room, R.R. International College. The meeting will discuss the agenda outlined below.

AGENDA

1. Improving Accessibility for Differently-Abled Students
2. Enhancing Food Quality and Hygiene in Campus Cafeteria
3. Strengthening Campus Transport Services

Secretary



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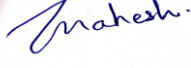

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2	Member (Senior Faculty – Male)	Mahesh Wagh
3	Member (Faculty – Female)	Hetvi Soni

Agenda with Resolutions:

1. Improving Accessibility for Differently-Abled Students:

- Discussion was held on making campus spaces more inclusive.
- Resolution: Ramps and elevators will be added where required, and a support team will be assigned to assist differently-abled students.

2. Enhancing Food Quality and Hygiene in Campus Cafeteria:

- Students raised concerns about food quality and cleanliness.
- Resolution: Monthly inspections will be conducted, and vendors will be instructed to maintain hygiene standards.



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3. Strengthening Campus Transport Services:

- The committee reviewed student concerns related to transportation issues.
- Resolution: Transport schedules will be adjusted to accommodate student needs, and safety protocols will be reinforced.

The meeting was concluded with a Vote of Thanks.



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AGENDA

- 1. Review of Student Feedback on Grievance Redressal Process**
- 2.Improvement in Handling Administrative Delays**
- 3.Strengthening Anti-Discrimination Measures**
- 4.Introducing Periodic Surveys to Assess Student Satisfaction**

Secretary



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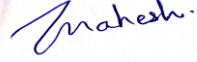
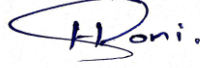
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Agenda with Resolutions:

1. Review of Student Feedback on Grievance Redressal Process:

- The committee analyzed past grievances and discussed improvement areas.
- **Resolution: A quarterly review system will be introduced to track grievance resolutions and ensure timely action.**

2. Improvement in Handling Administrative Delays:

- Students raised concerns about delays in document processing and approvals.
- **Resolution: A defined timeframe for administrative tasks will be implemented, with designated officers ensuring timely completion.**

3. Strengthening Anti-Discrimination Measures:

- The need for fair and unbiased grievance handling was emphasized.
- **Resolution: Staff training sessions will be conducted to reinforce impartial decision-making in grievance resolution.**



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4. Introducing Periodic Surveys to Assess Student Satisfaction:

- The committee discussed ways to involve students in improving grievance mechanisms.
- **Resolution: Anonymous feedback surveys will be launched biannually to gather student opinions on the effectiveness of grievance redressal.**

The meeting was concluded with a Vote of Thanks.

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AGENDA

1. Review of Previous Grievances Submitted
2. Implementation of Standard Operating Procedures for Grievance Handling –
3. Setting Timeline for Grievance Resolution Process
4. Awareness Drive on Grievance Redressal Mechanism
5. Approval of Future Strategies for Conflict Prevention

Secretary



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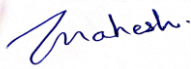

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Agenda with Resolutions:

1. Review of Previous Grievances Submitted:

- The committee reviewed grievances received in the past months and assessed the effectiveness of previous resolutions.
- **Resolution:** Regular follow-ups will be conducted to ensure satisfactory grievance redressal, and unresolved issues will be escalated accordingly.

2. Implementation of Standard Operating Procedures for Grievance Handling:

- A structured approach was proposed for handling complaints efficiently.
- **Resolution:** A clear workflow will be outlined for grievance submissions, response time, and resolution tracking to ensure accountability.

3. Setting Timeline for Grievance Resolution Process:

- The committee discussed the importance of addressing complaints within reasonable timeframes.
- **Resolution:** A maximum processing time of 15 days will be assigned for minor grievances and 30 days for complex cases requiring further assessment.

4. Awareness Drive on Grievance Redressal Mechanism:

- Methods to educate students and staff about grievance procedures were discussed.
- **Resolution:** Orientation sessions and posters will be implemented across the institution to guide stakeholders on grievance reporting and resolutions.



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5. Approval of Future Strategies for Conflict Prevention:

- The committee explored preventive measures to minimize grievances.
- **Resolution:** Strengthened communication channels between students, faculty, and administration will be established, ensuring early intervention before issues escalate.

The meeting was concluded with a Vote of Thanks.



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Date: 5th December 2022

NOTICE

The Meeting of the Grievance Committee will be held on 12th December 2022 at 1:30 pm in the Principal Room, R.R. International College. The meeting will discuss the agenda outlined below.

AGENDA

1. Review of Student Feedback on Grievance Redressal Process
- 2.Improvement in Handling Administrative Delays
- 3.Strengthening Anti-Discrimination Measures
- 4.Introducing Periodic Surveys to Assess Student Satisfaction

Secretary



New Heritage Education Trust's


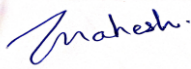

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Circulate to committee members

Sr. No.	Designation/Position	Name	Acknowledgement (via Email / Sign / etc.)
1	Principal	Dr.Snehal Pardeshi	
2	Member (Senior Faculty – Male)	Mahesh Wagh	
3	Member (Faculty – Female)	Hetvi Soni	



The Minutes Of The Grievance Committee

The minutes of the Grievance Committee was held on 12th December 2022 in the Principal room.

Following Members were present

Sr. No.	Designation/Position	Name
1	Principal	Dr.Snehal Pardeshi
2	Member (Senior Faculty – Male)	Mahesh Wagh
3	Member (Faculty – Female)	Hetvi Soni

Agenda with Resolutions:

1. Review of Student Feedback on Grievance Redressal Process:

- The committee analyzed past grievances and discussed improvement areas.
- **Resolution: A quarterly review system will be introduced to track grievance resolutions and ensure timely action.**

2. Improvement in Handling Administrative Delays:

- Students raised concerns about delays in document processing and approvals.
- **Resolution: A defined timeframe for administrative tasks will be implemented, with designated officers ensuring timely completion.**

3. Strengthening Anti-Discrimination Measures:

- The need for fair and unbiased grievance handling was emphasized.
- **Resolution: Staff training sessions will be conducted to reinforce impartial decision-making in grievance resolution.**



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4. Introducing Periodic Surveys to Assess Student Satisfaction:

- The committee discussed ways to involve students in improving grievance mechanisms.
- **Resolution: Anonymous feedback surveys will be launched biannually to gather student opinions on the effectiveness of grievance redressal.**

The meeting was concluded with a Vote of Thanks.

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