



Ref.: DMIHER (DU)/2023/246

Date: 16th April, 2023

Students` Grievance Redressal Policy

The Student` Grievance Redressal Policy at Datta Meghe Institute of Higher Education & Research (Deemed to be University) and at its constituent unit is in place.

The Students Grievance Redressal Committees (SGRC) at different levels has been reconstituted as under.

1. Composition of Committees at various levels:

A. Collegiate Student Grievance Redressal Committee (CSGRC):

- a) Principal of the college – Chairperson;
- a) Three senior members of the teaching faculty to be nominated by the Principal – Members;
- b) A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.
 - The term of the members and the special invitee shall be two years.
 - The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.

B. Departmental Student Grievance Redressal Committee (DSGRC):

- a) Head of the Department, – Chairperson;
- b) Two Professors, from outside the Department– Members;
- c) A member of the faculty, well-versed with the mechanism of grievance redressal to be nominated by the Chairperson– Member;
- d) A representative from among students of the college to be nominated by the Dean based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.
 - The term of the Chairperson, members of the Committee and the special invitee shall be of two years.
 - The quorum for the meeting of DSGRC, including the Chairperson, but excluding the special invitee, shall be three.

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Office: DMIHER (DU), Sawangi (Meghe), Wardha 442107 Maharashtra, India
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C. University Student Grievance Redressal Committee (USGRC):

- i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- ii) Every Institution shall constitute such number of Students' Grievance Redressal Committees (SGRC), as may be required to consider grievances of the students, with the following composition, namely:
 - a) A Professor – Chairperson
 - b) Four Professors/Senior Faculty Members of the Institution – Members
 - c) A representative from among students to be nominated on academic merit/excellence in sport performance in co-curricular activities – Special Invitee

D. Appointment of Ombudsperson, as per UGC guidelines

2.Grievance Redressal Mechanism as notified by the University:

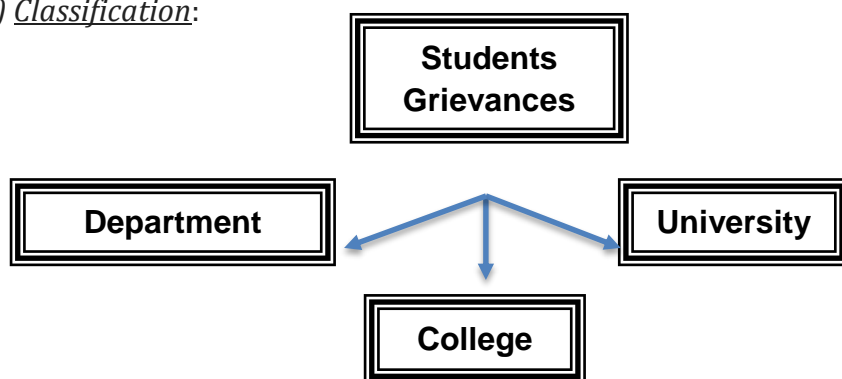
STUDENT GRIEVANCE REDRESSAL POLICY/MECHANISM:

A Grievance is any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything connected with the Institute that a student or an employee thinks, believes, or even feels, is unfair, unjust or inequitable.

1) Objectives:

- a. Linking with a well defined Grievance Redressal System to make it acceptable to all.
- b. All actions should be prompt for better redressal of Grievance in a time bound manner.
- c. To make the redressal process fair, impartial, consistent, with prior warnings and commensurate with gravity of misconduct.
- d. Aim should be on prevention of misconduct rather than controlling through punitive measures.

2) Classification:



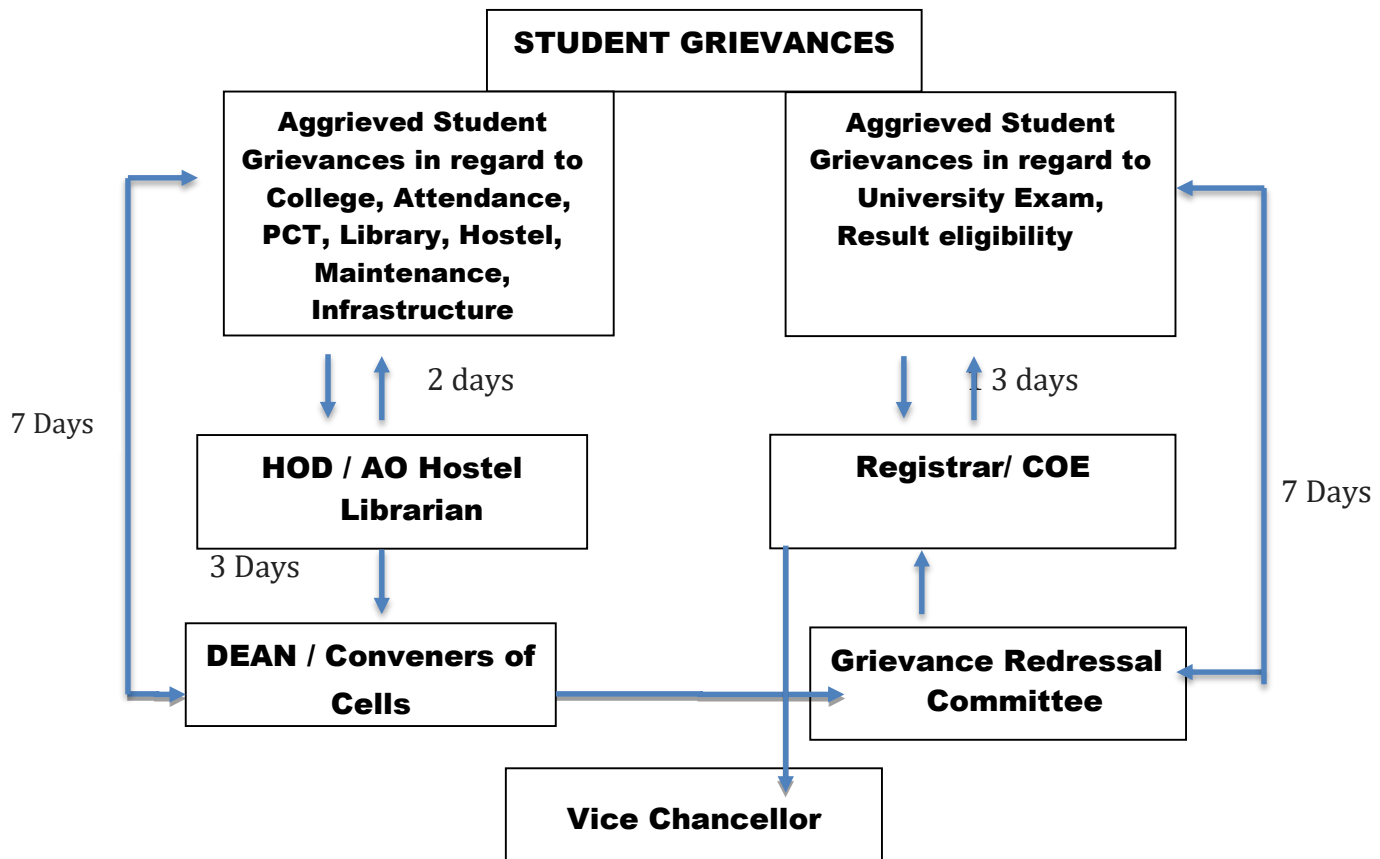
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3) Understanding the Grievance:

- Open Door Policy: A student can drop in the Concerned Officer's room and talk informally over his/her grievance with the concerned Officer. They may even present the grievance through the official contact numbers of the said officers. Grievances related to policy matters can be brought out in periodic meetings of preceptors, College Council, Hospital Advisory Committee, Jt. College Council and Library committee.
- Feedbacks: The students can register their general grievances pertaining to infrastructure, facilities, student section, hostel, teaching-learning etc., through the structured annual feedback.
- E-mails: Through separate e-mails to HOD, Principal or directly to the Registrar
- Drop-box
- Grievance redressal portal
- Student app



4) Grievance Redressal Procedure:

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- a) An aggrieved student shall first present his/her grievance verbally or in writing to the concerned head of the department. The HOD is required to furnish the answer within 48 hrs of the presentation of grievance.
- b) If the student is not satisfied with the answer, he/she can approach to the concerned Principal/Dean/CMS. The officers must give his/her answer within 3 days of the presentation of the complaint(s).
- c) If the student is not satisfied with the answer, he/she can approach to the Grievance Redressal Committee which shall evaluate the case and make its recommendations to the concerned authority within seven days of presentation of the case. The student would be communicated the recommendation preferably within 3 days after the meeting of Grievance Redressal Committee.
- d) The action taken report and status of grievance redressal are discussed in various meetings as student council, college council and hostel committee meeting. The grievance report is finally presented and reviewed in MIS meeting of autonomous cells.
- e) A student who is aggrieved with the decision of the grievance redressal committee can make appeal for revision to the Registrar. Registrar is supposed to communicate his decision within seven days of receipt of revised petition. Similarly, an aggrieved student can make an appeal for revision to the Hon'ble Vice-Chancellor, who in turn will communicate his decision to the aggrieved student within 7 days.
- e) The grievances pertaining to the University examination should be forwarded to the Controller of Examinations (COE) through respective Dean of the Faculty who in turn will reply to the student within 3 days of receipt of the grievance.
- f) The aggrieved student if not satisfied with the decision of the COE and the examination committee, the Vice-Chancellor being the appellate authority, can appeal to him and the Vice-Chancellor shall communicate his final decision to the aggrieved student, within 7 days.
- g) Similarly the grievances pertaining to enrolment should be routed through the Dean of the Faculty to the COE and the redressal will be mutatis

The action taken report and status of grievance redressal are discussed in various meetings as student council, college council and hostel committee meeting. The grievance report is finally presented and reviewed in MIS meeting of autonomous cells. If there is any query/clarification regarding constitution of committees, contact Dr. Aarati Panchbhai, Convener, Grievance Redressal Cell with information to the undersigned.

Registrar
DMIHER (DU)

Copy to:

1. All Heads of Institutions, DMIHER (DU)
2. All Deans of Faculties, DMIHER (DU)
3. Convener, Grievance Redressal Cell
4. All Directors, DMIHER (DU)

Copy for information:

1. Hon'ble Vice Chancellor, DMIHER (DU)
2. Hon'ble Pro Vice Chancellor, DMIHER (DU)
3. The Chief Coordinator, DMIHER (DU)

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