

STUDENTS GRIEVANCE REDRESSAL COMMITTEE (SGRC)

As per the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023, Students Grievance Redressal Committee (SGRC) of the University has been constituted. The SGRC aims to look into the grievances as defined in University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 and redress it as per requirement. Students can reach out to SGRC with their grievances through an online grievance form.

OBJECTIVE:

The objective of the Student Grievance Redressal Committee (SGRC) is to foster a responsive and accountable mindset among all stakeholders, ensuring the maintenance of a harmonious and conducive educational environment within the university.

A SGRC should be constituted for the redressal of the problems reported by the Students of the university with the following objectives:

- Upholding the dignity of the university by fostering a harmonious and strife-free environment, encouraging positive relationships between students and between students and faculty.
- Promoting an open and supportive atmosphere where students feel comfortable expressing their grievances or concerns freely, without fear of reprisal.
- A suggestion/complaint box is placed in front of the Administrative Block, allowing students who wish to remain anonymous to submit their grievances and suggestions for improving academics or administration.
- Encouraging students to respect the rights and dignity of others and to demonstrate patience and restraint in situations of conflict.
- Advising all students to avoid inciting conflicts or tension among peers, faculty, or university administration.
- Encouraging staff to show care and understanding toward students, ensuring no retaliatory behavior occurs for any reason.
- Investigating the root causes of grievances thoroughly.
- Ensuring prompt and effective resolutions to grievances submitted online by students, faculty, and parents.

SCOPE

The SGRC will deal with Grievances received in writing from the students about any of the following matters: -

- **Academic Matters:** Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.



- **Financial Matters** Related to dues and payments for various items from library, hostels etc.
- **Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.
- Non-payment or delay in payment of scholarships to eligible student that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority.

PROCEDURE FOR REDRESSAL OF GRIEVANCES BY STUDENT GRIEVANCE REDRESSAL COMMITTEE AND OMBUDSPERSON:

- On receipt of an online complaint, the institution shall refer the complaint to the appropriate Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- The Students' Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- An aggrieved student may appear either in person or authorize a representative to present the case.
- Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the university.
- University shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student
- The University, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- The university shall comply with the recommendations of the Ombudsperson.
- The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

STEPS OF STUDENT GRIEVANCE REDRESSAL PROCESS:

1. Students lodge their complaints: University have provided an online portal (<https://sanjivani.edu.in/students-grievance.php>) facility where any aggrieved students may submit an application seeking redressal of grievance. The grievances can also be raised by submitting a hardcopy letter to the Chairperson of the Student Grievance Redressal Committee (SGRC) or to the University Authorities or by sending an email to registrar@sanjivani.edu.in in along with the details.



2. Verification of the Complaint: On receiving the complaint, the Chairperson of the Student Grievance Redressal Committee (SGRC). Will record and verify the complaint.

3. Action TakenAfter verification of the complaint, the SGRC acts upon the complaint and takes the measures necessary to resolve the issue.

4. Information to the complainant on the redressal of the Complaint: Once the complaint has been resolved, the student is informed about the outcome, and the complaint is considered closed.

Please fill and submit your grievances through the below link:

<https://forms.gle/idKYCHbuCSSryN6H8>



Composition

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 as Members.
- c) A representative from among students to be nominated on academic merit/excellence in sports/ performance in co-curricular activities-Special Invitee.
- d) Atleast one member or the Chairperson shall be a woman and atleast one member or the Chairperson shall be from SC/ST/OBC category.

A. Ombudsperson

Students Grievance Redressal Committee (SGRC)

S.No	Name of the Members	Category	Designation
1	Dr.Kiran Nanasaheb Wakchaure	Director R&D	Chairman
2	Dr.Devyani Swapnil Jadhav	HoD/ AIML	Member
3	Dr. Ajit Ashok Muzumdar	CS-Coordinator	Member
4	Dr.K.Bharath	HoD-MBA	Member
5	Dr.Snehal Hole	SCM-Coordinator	Member
6	Mr.Aditya Shinde	AIML Student	Student Member
7	Mr.Om Sonawane	BBA Student	Student Member
8	Ms.Amruta Ashok Rakshe	MBA Student	Student Member
8	Mr.Amol Dhakane	Registrar	Member Secretary

STUDENTS GRIEVANCE FORM : <https://forms.gle/idKYCHbuCSSryN6H8>