



SAKET GYANPEETH'S
SAKET COLLEGE OF EDUCATION

Affiliated to University of Mumbai

Grievance Redressal Cell
Academic Year 2023-24
About Grievance Redressal Cell

A Grievance Redressal Cell has been formed at Saket College of Education in accordance with the regulations of the University Grants Commission. This committee was established to ensure that everyone's civil rights are protected and to address the basic needs of the faculty, staff, and students.

OBJECTIVES

1. To encourage the Students / Faculties to express their grievances / problems freely and frankly.
2. To provide a Complaint box in the college to solve the grievances.
3. To advise Students / Faculties of the College to respect each other's dignity.
4. To advise all staff to be kind with all the students and not behave in a ruthless manner

FUNCTIONS OF GRIEVANCE COMMITTEE

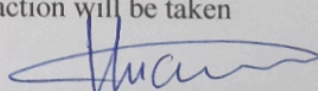
1. To look into the complaints filed by any Student / Faculty, and to resolve the problems as early as possible
2. The cases will be attended promptly only because of written grievances from the students / faculties.
3. To inspect any malpractices observed in the college.
4. If any cases are found then the committee will take guidance from the higher authorities.
5. The Committee will ensure that prompt action will be taken to resolve the grievance.

POWERS OF COMMITTEE IN HANDLING A GRIEVANCE

1. In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students / faculties.
2. The committee will meet at least once a month to resolve the grievances.
3. All complaints should be resolved within the stipulated time frame.
4. The number of grievances settled or pending will be reported to the higher authorities.
5. Any staff or student may report directly to the principal/director to resolve their grievance if he/she is dissatisfied by the committee.
6. If anybody is found to be guilty of any kind of annoyance, immediate action will be taken by the College Management.



Saket Vidyanagari Marg, Kalyan (E), Dist. Thane (M.S.), INDIA - 421 306.
www.saketcoe.edu.in | admin@saketcoe.edu.in


I/C Principal
Saket College of Education
Saket Vidyanagari Marg,
Chinchpada Road, Kalyan (E) 421 306.
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PROCEDURE FOR FILING ANY GRIEVANCES FOR STUDENTS

1. Anyone with a genuine grievance may approach the committee In-charge.
2. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box. Grievances may also be sent by e-mail to the Coordinator.
3. The grievant may submit any relevant evidence/attachments that the grievant would like to be considered by the Committee.
4. In case of any false/frivolous Complaint, The Principal may order appropriate action against Complaint.

PROCEDURE FOR FILING ANY GRIEVANCES FOR TEACHING AND NON-TEACHING STAFF

1. Teaching and non-teaching staff submit their grievances to the College's Grievance Cell Committee.
2. Open Door policy is also in place for both Teaching and Non-Teaching Staff with the Principal allowing them to directly approach the management with their concerns.

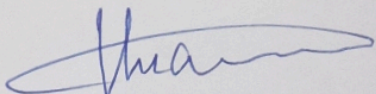
METHOD FOR ADDRESSING THE GRIEVANCE FOR STUDENTS, TEACHING AND NON-TEACHING STAFF

1. Depending on the sincerity of the situation, actions are taken to address the problems faced by student instructors within a set time frame.
2. The Principal will take measures to address the concerns while keeping to the institution's culture, considering the nature of the complaint and the potential seriousness of its impact.

SECRECY OF GRIEVANCE REDRESSAL COMMITTEE

1. All the committee members must agree to maintain strict confidentiality regarding any substantive information concerning grievances.
2. The matter of the cases shall not be discussed at any time, before or after a final decision is made.




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MEMBERS OF THE GRIEVANCE CELL COMMITTEE FOR STUDENTS

Sr. No	Name	Designation	Position
1	Mr. Vidyaprakash Maurya	I/C Principal, Saket College of Education	Chairman
2	Mrs. Renu Chaudhary	IQAC Co-Ordinator	Convener
3	Mrs. Sunita Gautam	Asst. Professor	Member
4	Mrs. Pournima Rajput	Asst. Professor	Member
5	Mr. Dinesh Singh	Administrative Officer	Member
6	Mrs. Deepa Mishra	Student Representative	Member

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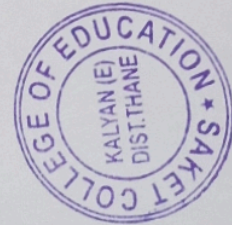


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**MEMBERS OF THE GRIEVANCE CELL COMMITTEE FOR TEACHING
& NON-TEACHING STAFF**

Sr. No	Name	Designation	Position
1	Mrs. Shobha Nair	CEO, Saket Gyanpeeth	Chairman
1	Mr. Vidyaprakash Maurya	I/C Principal, Saket College of Education	Convener
2	Mrs. Renu Chaudhary	IQAC Coordinator	Member
3	Mrs. Sunita Gautam	Asst. Professor	Member
4	Mrs. Purnima Rajput	Asst. Professor	Member
5	Mr. Dinesh Singh	Administrative Officer	Member

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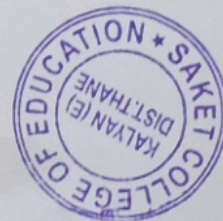
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STUDENTS GRIEVANCE FORM

1.Name	
3. Phone no:	
3.Course name & Year	
4.Email:	
5.Type of grievance:	
I. Admission related.	<input type="checkbox"/>
ii. Document related.	<input type="checkbox"/>
iii. Faculty /Peer related	<input type="checkbox"/>
Iv. Information related.	<input type="checkbox"/>
v. Anti ragging /posh	<input type="checkbox"/>
vi. Anti Sexual	<input type="checkbox"/>
vi. Examination related.	<input type="checkbox"/>
vi. Finance /Payment /Refund related.	<input type="checkbox"/>
vii. Transportation	<input type="checkbox"/>
viii. Course related.	<input type="checkbox"/>
ix. Evaluation related.	<input type="checkbox"/>
x. Any other	<input type="checkbox"/>

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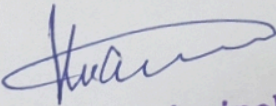


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EMPLOYEES GRIEVANCE FORM

1.Name	
2.Department & Designation:	
3.Year	
4. Phone no:	
5.Email:	
6.Grievance	


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