



FAZLANI AISHABAI & HAJI ABDUL LATIF CHARITABLE TRUST'S

AISHABAI COLLEGE OF EDUCATION

(Affiliated to S.N.D.T. Women's University)

Municipal School Building, J. J Hospital Compound, Gate no.
14, Byculla, Mumbai – 400008.

Criterion 5

Student Support and Progression

5.1.3

Institutional Guidelines for Grievance Redressal Committee

ACE Student Grievance Redressal Committee Policy, 2020

Introduction

Aishabai College of Education is committed to providing a fair, transparent, and efficient mechanism for redressing grievances related to academic and administrative matters. These guidelines outline the process for addressing and resolving grievances in a timely manner, ensuring justice and fairness for all stakeholders. The Students' Grievance and Redressal Cell is committed to addressing the genuine concerns and complaints of students, whether related to academic or non-academic issues. This includes matters such as assessment, victimization, attendance, fees, examinations, or harassment by peers or faculty. Students are encouraged to share their constructive suggestions and grievances by using the suggestion boxes located near the Administrative Block. Those with a genuine grievance can also directly approach members of the Cell, consult the officer in charge of the Grievance Cell, or speak with any teacher they feel comfortable with or drop in the Grievance/ suggestion box.

Grievances can also be submitted online through the provided form

The committee intends to redress the grievance with the highest standard of integrity, fairness and with confidentiality.

1. Short Title: The policy shall be called as 'The ACE Grievance Redressal Committee Policy, 2020' (hereinafter referred as the Policy).

2. Objectives

The objective of the Grievance Cell at Aishabai College of Education is to address and resolve genuine concerns and complaints from students, whether related to academic or non-academic issues.

The Cell aims to provide a safe and confidential environment where students can voice their concerns, ensuring that each grievance is handled with fairness and sensitivity.

The objectives of the committee are as follows:

- i. To offer students the chance to voice their grievances openly while ensuring complete anonymity.
- ii. To establish a system for the prompt and efficient resolution of grievances.
- iii. To provide suitable counseling to students throughout the grievance process.

3. Definition

- i. Grievance, means, and includes, any complaint or dissatisfaction, whether expressed or not, relating to academic and non-academic matter as defined under Regulation 2(h) of the UGC Regulations, 2019 including the grievances relating to internal assessments. Provided that the grievance shall not include the grievances made before the Sexual Harassment Committee, Anti Ragging Committee and SC/ ST Commission.
- ii. Student Grievance Redressal Committee means the Committee constituted under this policy as per the UGC Regulations, 2019.
- iii. Aggrieved student means a student, who has any complaint in the matters relating to or connected with the grievances defined under UGC Regulations, 2019.
- iv. Student means a person enrolled, or seeking admission to Aishabai College of Education.
- v. University shall mean SNDT Women's University

Scope of Grievance/Cell

The Grievance Cell of Aishabai College of Education handles a wide range of student problems and complaints. These encompass both academic and non-academic concerns, such as:

- Academic issues (e.g., teaching methods, assessment, academic integrity, attendance issues, Exam problems).
- Administrative issues (e.g., Fee discrepancies, facilities, services, staff conduct).
- Personal issues (Victimization or unjust treatment, Harassment by peers or instructors)
- Any other

The Cell is intended to guarantee that all grievances are resolved in a timely, fair, and private manner, while also providing a secure and supportive space for students to express their concerns. The cell will deal with Grievances received in writing in drop box or through online from the students.

Functions:

- Upon receiving written grievances from students, the Grievance Cell will promptly address each case, ensuring timely attention and resolution.
- The Cell will systematically review all submitted cases, compiling statistical reports that detail the number of grievances received, the nature of these complaints, and the outcomes of each case.

- Additionally, the Cell will regularly report to the college authorities, providing updates on the cases that have been resolved and highlighting any pending issues that may require further direction or guidance from higher authorities.

Redressal Mechanism Structure

The redressal mechanism at Aishabai College of Education consists of the following components:

- **Grievance Redressal Committee (GRC):** A committee established to review and resolve grievances.
- **Grievance Cell:** An operational body that assists in the initial handling and processing of grievances.
- **Appellate Authority:** A higher authority for appeals if a grievance is not satisfactorily resolved by the GRC.

Grievance Submission Procedure

- **Step 1: Submission of Grievance:**
 - Grievances must be submitted in writing, either via email or a designated online platform.
 - The grievance should include the complainant's details, a description of the issue, and any supporting evidence.
- **Step 2: Acknowledgment:**
 - The Grievance Cell acknowledges receipt of the grievance within 3 working days.
 - The complainant is informed about the process and timeline for resolution.

Grievance Handling Process

- **Initial Review:**
 - The Grievance Cell conducts an initial review to determine the validity and scope of the grievance.
 - If the grievance is deemed frivolous or outside the scope of the guidelines, the complainant is informed, and the case is closed.
- **Investigation:**
 - Valid grievances are forwarded to the GRC for further investigation.
 - The GRC may seek additional information, conduct interviews, and hold hearings as necessary.
- **Decision and Resolution:**
 - The GRC makes a decision within 15 working days of receiving the grievance.
 - The decision is communicated to the complainant, along with any recommended actions or resolutions.

Appeal Process

- If the complainant is dissatisfied with the GRC's decision, they may appeal to the Appellate Authority.
- The appeal must be submitted in writing within 7 working days of receiving the GRC's decision.
- The Appellate Authority reviews the case and makes a final decision within 10 working days.

7. Confidentiality and non-retaliation

- All grievances and related proceedings are kept confidential.
- The institution ensures that there is no retaliation against complainants or witnesses.

8. Record-keeping

- The Grievance Cell maintains records of all grievances, investigations, decisions, and appeals.
- Records are kept secure and confidential, accessible only to authorized personnel.

9. Awareness and Training

- The institution conducts regular awareness programs for students, faculty, and staff about the grievance redressal mechanism.
- Training sessions are held to ensure that members of the GRC and Grievance Cell are equipped to handle grievances effectively.

10. Review and Improvement

- The grievance redressal mechanism is reviewed annually to identify areas for improvement.
- Feedback from stakeholders is sought to enhance the effectiveness of the process.

A Grievance Cell is established to address the concerns and problems reported by students at the college, with the following objectives:

- Creating a harmonious atmosphere in the College by fostering positive relationships among students and between students and teachers.
- Encouraging students to freely and openly express their grievances or issues without fear of retaliation or victimization.
- Installing a suggestion/complaint box in front of the Administrative Block, allowing students who prefer to remain anonymous to submit their grievances and suggestions for improving academic and administrative aspects of the College.

- Advising students to respect each other's rights and dignity and to exercise patience and restraint in any situations of conflict
- Urging all students to avoid provoking or inciting others against fellow students, teachers, or the College administration.
- Encouraging all staff members to treat students with care and avoid any form of vindictive behavior, regardless of the circumstances.

Aishabai College of Education is dedicated to maintaining a supportive and fair environment for all its stakeholders. By following these guidelines, the institution aims to ensure that grievances are addressed promptly, impartially, and effectively, thereby fostering trust and accountability within the college community.

Please note that filing a complaint is a serious matter, and students are expected to use this privilege responsibly. The college ensures that all complaints will be handled with the utmost sensitivity and confidentiality.

Grievance / Suggestion Box for offline is placed in the girl's common room.



Grievance / Suggestion Box form in online :

[ONLINE FORM](#)

[CLICK HERE FOR WEBPAGE](#)



Shumail

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Aishabai College of Education, Mumbai

Grievance Redressal Committee for Students for A.Y. 2024- 2025

Sr. No.	Name	Designation	Committee Post	Contact No.
1	Dr. Shumaila Saif Siddiqui	Principal	Chairperson	8691010752
2	Dr, Jyotsna Sangore	Senior Staff Asst. Prof.	Committee In charge	8080398482
3	Dr. Madhuri Bendale	Assistant Professor	Member	9969978567
4	Mr. Ismail Kalburgi	Administrative Staff	Member	7738685659
5	Ms. Nidhi Rahatwal	President Students' Council	Students' Representative	9987147037

- The Grievance Application Form and records of actions taken on grievances are prepared and accessible in the office.
- The suggestion box will be opened once each month in the presence of Student Council members and the Grievance Cell committee.
- Students will be notified about the members of the committee.



Shumail

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ANTI RAGGING COMMITTEE

To combat and eliminate the issue of ragging, the University Grants Commission (UGC) has implemented the 'UGC Regulation on Curbing the Menace of Ragging in Higher Educational Institutions, 2009.' In alignment with this regulation, Aishabai College of Education has established an Anti-Ragging Committee.

Composition of the Committee:

Dr. Shumaila Saif Siddiqui	Chairperson
Dr. Jyotsna Sangore	Committee
Dr. Madhuri Bendale	Member
Mr. Ismail Kalburgi	Member
Ms. Nidhi Rahatwala	Student Representative
Ms. Laiba Zaid	Student Representative
Ms. Gulshan Ansari	Student Representative

Objectives of the Committee:

The committee is responsible for upholding the principles outlined in the UGC Regulation, as well as complying with any other laws established by the Government of India and the State of Maharashtra to combat the issue of ragging.

Functions of the Committee:

- To prevent, prohibit, and address any and all forms of ragging within the College.
- To educate students about what constitutes ragging and its definition.
- To inform students about the harmful effects of ragging and the consequences, including legal ramifications, for those who engage in it.
- To organize awareness programs highlighting the dangers of ragging, its impact, and the available redressal mechanisms.
- To investigate any reported instances of ragging and take appropriate action against those found guilty.
- To assist the Principal and other College authorities, if needed, in reporting ragging incidents to the relevant authorities.

To report any instances of ragging, write to– aishaedu@aihsabaitrust.com

Ragging, in any form, is absolutely forbidden both within and outside the institution. Any breach of ragging and disciplinary regulations should be reported to the principal immediately.

[CLICK HERE FOR WEBPAGE](#)



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