

Tirpude College of Social Work, Nagpur

Student Grievance Redressal Committee

Tirpude College of Social Work , Nagpur constituted SGRC for the redressal of the problems reported by the Students of the College with the following objectives: Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc. Grievance Redressal System is a vital part of any administration. It is the responsibility of the College Administration to provide a secure and contented environment to all its Staff and Students. The Grievance Redressal Committee has been formed in the College as per the UGC guidelines to redress the grievances of both the staff and the students. Since the inception of the college, the Committee has been under the direct purview of the Principal.

The grievances received by the Principal are forwarded to the concerned Committee members who look in to the problems depending upon the seriousness of the issue.

The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.

Student Grievance Redressal Committee

The Student Grievance Redressal Committee of Tirpude College of social Work (hereinafter referred to as "SGRC") aims to resolve the grievance of the students with highest standards of integrity, fairness and confidentiality.

Objectives

The objectives of SGRC are:

1. To provide an opportunity for the students to freely express their grievance, with utmost anonymity.
2. To set up a mechanism for speedy and expeditious resolution of the grievance.
3. To provide an appropriate counseling to the students in the process of resolving the grievance.
4. To promote cordial relationship amongst the students.
5. Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.

6. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
7. Suggestion / complaint Box is installed in front of the Administrative Block in which the Students, can put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
8. Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
9. Advising All the Students to refrain from inciting Students against other Students, teachers and College administration
10. Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
11. To investigate the cause of grievances.
12. To ensure effective solution to the online submitted grievances by stakeholders like students, faculties and parents.

Functions

- To accept written grievances from students and staff related to the system.
- To create and implement a mechanism to handle the reported grievances.
- To forward the findings to the Management if necessary for further action..
- To attend to the grievances based on the authenticity and gravity of the criticisms made.
- To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- To convene periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.

Membership

A representative from among students of the college is nominated by the Principal based on his/her academic performance or excellence in sports or co-curricular activities.

Mode of submitting the Grievance

An aggrieved student can submit the application seeking redressal of grievance to the Committee

- By furnishing written complaint at the administrative office.
- by email at tcsw@rediffmail.com or
- by dropping the complaint at the grievance box.

Composition of College Grievance Redressal Cell

Sr. No.	Name	Designation	Position
1	Dr. (Mrs.) S.K. Dharmadhikari	Principal	Chairman
2	Dr. Naresh R. Dhurve	Associate Professor	Incharge
3	Dr. Sachin T. Hunge	Assistant Professor	Member
4	Mrs. Sandhya S. Satpute	Assistant Professor	Member
5	Mrs. Pallavi Jambhulkar	Professional Assistant, In-charge- Librarian	Member
6	Dr. D.R. Masram	Retired , Associate Professor	Ombudsman
7	Mr. Jason Joshua	President, Student Representative	Member
8	Mr. Shivam Waghdhare	Secretary, Student Representative	Member
9	Ms. Harsha Joge	LR, Student Representative	Member

All the students enrolled at Tirpude College of social work have the right to appeal any academic matter in which they feel that they have been treated unfairly.

If any problem arises and is not resolved informally, students may file a grievance with the Student Grievance Redressal Committee (SGRC) of the College. Any type of student complaint or problem may be presented to the SGRC for official review. The campus hearing body follows a set of formal procedures as per UGC Guidelines. The SGRC does not lend itself to quick solutions, so a resolution at a lower level is always more desirable. Attempts at such a resolution are required before the committee will accept a case.

Any student who wishes to file a grievance can contact the in-charge of Student Grievance Redressal Committee (SGRC) in college office.



Sharmad Khan
Officiating Principal
Tirpude College of Social Work
(An Autonomous Institution)
Civil Lines, Nagpur-440 001