



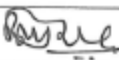


D.Y. PATIL EDUCATION SOCIETY
(DEEMED TO BE UNIVERSITY) KOLHAPUR
Re-accredited by NAAC with "A" Grade

STANDARD OPERATING PROCEDURE (SOP)

STUDENTS GRIEVANCE REDRESSAL COMMITTEE



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D. Y. Patil Education Society (Deemed to be University),

Kolhapur

Standard Operating Procedure for

Student Grievances Redressal Mechanism

Student Grievance Redressal cell was composed at D.Y.Patil Education Society, Kolhapur, Deemed to be University, in accordance with notification from the University Grants Commission (Redress of Grievances of Students) Regulations, 2019 in the Official Gazette on 6th May 2019.

PURPOSE:

The purpose of this Standard Operating Procedure is

1. To redress student grievances, as prescribed by the statutory bodies
2. To promote cordial student – student and student – teacher relationship.
3. To encourage the students to express their grievances / problems freely and frankly, without any fear of being victimized.
4. To provide a safe, fair and harmonious learning and work environment.

SCOPE:

The Committee deals with Grievances received in writing from the students about any of the following matters: -

Academic Matters: Related to timely conduction of classes, conduction of internal assessment examinations, attendance, journals, logbooks. Library facilities

Financial Matters: Related to dues and payments for various items from library, hostels etc.

Other Matters: Related to conditions of sanitation, preparation of food, drinking water, availability of transport, I- cards, amenities and maintenance general administration, hostel facilities

STANDARD OPERATING PROCEDURE:

1. Students and parents are sensitized about student grievance redressal cell in orientation programme at the start of every academic year.
2. Display of boards depicting mobile numbers of committee members at prominent places in the campus.

3. The students can register their complaint in writing or through e-mail/ message to any teacher/ mentor/ committee/ head of institution.
4. The students would also register their complaint through 24 Hrs. Helpline Number – 7083845999.
5. Upon receiving the complaint, it will be forwarded to the committee
6. The committee will review the complaint.
7. The committee will take the necessary steps to solve the problems
8. The committee shall make all efforts to resolve grievances within seven working days.
9. Committee members will assess the grievance with interaction of both parties and witnesses produced and will arrive at a unanimous decision.
10. The recommendation will be conveyed to the head of institution.
11. The decision will be conveyed to both the parties.
12. If the student is not satisfied with the decision, the same will be referred to the University.
13. The committee will meet once in six months and as and when required.
14. Minutes and grievance redressal documents to be maintained by the committee.