



**Dr. Vithalrao Vikhe Patil Foundation's
College Of Nursing
SOP
Of
Students' Grievance Redressal Cell
Standard Operating Procedure(SOP)
(w.e.f. AY 2016 -2025)**

Students` Grievance Redressal Cell

Dr.V.V.P.F's College Of Nursing, Ahilyanagar

Title: Students` Grievance Redressal Cell

The location and business address of the committee-

Students` Grievance Redressal Cell

Dr. Vithalrao Vikhe Patil Foundation's College of Nursing,

Opp. Govt Milk Dairy Vilad Ghat, Post: MIDC

Dist: Ahilyanagar (Maharashtra)

Pin: 414111 India

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Prepared By	Reviewed By	Approved By
Mr. Pramod Suryawanshi (Assistant Professor)	Mr. Amol Temkar (IQAC Co-ordinator)	Dr. Pratibha Chandekar (Principal)

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STUDENT'S GRIEVANCE REDRESSAL CELL

Introduction :

The **Student's Grievance Redressal Cell** of the institution has been constituted in accordance with the **University Grants Commission (UGC) Regulations, 2012** (The Gazette of India, March 23–29, 2013) and the guidelines of the **Maharashtra University of Health Sciences (MUHS)**. The Cell serves as a formal mechanism for addressing grievances and complaints raised by students and parents in a fair, transparent, and timely manner, thereby promoting a healthy academic environment.

Vision :

To ensure prompt, impartial, transparent, and effective resolution of academic and non-academic grievances of students and parents while safeguarding their dignity and rights.

Objectives :

1. To establish and strengthen the Student's Grievance Redressal Cell in accordance with statutory guidelines.
2. To formulate and implement Standard Operating Procedures (SOPs) for grievance handling.
3. To define the roles and responsibilities of all committee members.
4. To conduct at least two meetings annually, along with additional meetings whenever necessary.
5. To ensure that both the complainant and the respondent are treated fairly, without discrimination, bias, or victimization.

Definitions :

Grievance :

A grievance refers to any formal complaint or dissatisfaction expressed by a student or parent regarding academic, administrative, infrastructural, or other institutional matters that are perceived to be unfair, unjust, discriminatory, or inconsistent with institutional policies.

Grievant :

A grievant is an individual student, parent, or a group of students or parents who submits a grievance for redressal

Composition of the Student's Grievance Redressal Cell :

The Student's Grievance Redressal Cell shall be constituted as per the guidelines of the UGC and MUHS, ensuring adequate representation from various social categories and stakeholders.

Sr. No.	Position	Role
1	Principal / Dean	Chairperson
2	Representative (Open/SC/ST/OBC Category)	Member Secretary
3	SC Category Representative	Member
4	ST Category Representative	Member
5	Female Representative	Member
6	Rectors (Boys' & Girls' Hostels)	Member
7	Undergraduate Student Representative	Member
8	Postgraduate Student Representative	Member
9	Clerk, Student Section	Member
10	Peon, Dean's Office	Member

The committee shall ensure inclusive representation of SC, ST, OBC, and Open categories among students as well as teaching and non-teaching staff.

Functions of the Student's Grievance Redressal Cell :

The Cell shall:

- Provide an accessible and confidential platform for students and parents to submit grievances without fear of retaliation.
- Protect complainants, witnesses, and participants from any form of victimization during the grievance process.
- Examine complaints objectively and conduct impartial enquiries.
- Maintain confidentiality throughout the investigation and resolution process.
- Gather relevant facts and evidence from all concerned parties before arriving at a decision.
- Ensure that every written grievance is addressed and disposed of within **15 working**

days, wherever possible.

- Promote transparency, fairness, and accountability in grievance handling.
- Standard Operating Procedure (SOP)**

Constitution of the Committee

- The Student's Grievance Redressal Cell shall be constituted by the Head of the Institution and approved by the competent statutory authority.

Submission of Grievance

- A student or group of students seeking redressal shall submit a written application to the Chairperson requesting consideration of the grievance.
- To maintain confidentiality, students are advised not to include detailed descriptions of the grievance in the initial application.

Convening the Meeting

- Upon receipt of the application, the Chairperson, through the Member Secretary, shall notify all committee members and the concerned student(s) regarding the date, time, and venue of the meeting.
- The meeting should normally be convened on the next working day after receiving the application.

Proceedings

- The committee shall hear all parties fairly and impartially.
- Minutes of the meeting shall be prepared by the Member Secretary and signed by all committee members present as well as the concerned student(s).

Resolution

- The committee shall make every effort to resolve the grievance within a reasonable period.
- If immediate resolution is not possible, the committee shall communicate the reasons to the complainant.

Absence of Chairperson

- In the absence of the Chairperson, the grievance application may be submitted directly to the Member Secretary.

Appeal Mechanism

If the student is dissatisfied with the committee's decision, the grievance may be escalated as follows:

1. Head of the Institution.
2. Registrar of the University.
3. University Student Grievance Redressal Committee.
4. Ombudsperson appointed by the UGC.
5. The Ombudsperson shall endeavour to resolve the appeal within **30 days** of its receipt.

Categories of Grievances

1. Academic Matters

- Admission-related issues.
- Reservation policy violations.
- Collection of unauthorized fees.
- Examination-related delays.
- Internal and external assessment grievances.
- Unfair or non-transparent evaluation.
- Delay in issuing certificates.
- Library-related issues.

2. Infrastructure, Amenities and Maintenance

- Hostel-related grievances.
- Internet and Wi-Fi connectivity.
- Cleanliness, sanitation, and hygiene.
- Campus maintenance.
- Medical and healthcare facilities.

3. General Administrative Matters

- Scholarship-related issues.
- Human resource concerns.
- Student discipline.
- Campus safety and security.
- Misconduct or misbehaviour.
- Emergency support services.

Communication of Decision :

After completing the enquiry, the committee shall communicate its final decision in writing to both the complainant and the respondent. The decision shall be binding on all concerned parties unless appealed through the prescribed mechanism.

Closure of Complaint

A grievance shall be considered closed when:

- The complainant voluntarily accepts the committee's decision; or
- No appeal or response is received from the complainant within **four weeks** from the date of communication of the decision.

Documentation and Confidentiality

- Minutes of every meeting and records of grievance proceedings shall be maintained systematically.
- All records shall remain confidential and accessible only to authorized persons.
- The privacy and dignity of all parties involved shall be protected throughout the