



NAGINDAS KHANDWALA COLLEGE (AN EMPOWERED AUTONOMOUS INSTITUTION)

GRIEVANCE REDRESSAL POLICY

For MALAD KANDIVLI EDUCATION SOCIETY

A. K. Khandwala

Hon. Secretary/ Hon. Treasurer

M. A. H.

PRINCIPAL

NAGINDAS KHANDWALA COLLEGE OF COMMERCE
ARTS & MANAGEMENT STUDIES AND SHANTABEN
NAGINDAS KHANDWALA COLLEGE OF SCIENCE
(AUTONOMOUS)

MALAD (W), MUMBAI - 400 064.

Nagindas Khandwala College (Empowered Autonomous)

GRIEVANCE REDRESSAL

As per Maharashtra Public Universities Act, 2016 Uniform Statute No. 5 of 2019, the College has formed College Grievance Redressal Committee to resolve Student and Staff Grievances. The Grievance Redressal Committee at Nagindas Khandwala College handles the grievances of the students and staff.

Objectives

1. To provide opportunities for redressal of certain grievances of students already enrolled in the institution, as well as those seeking admission to the institution.
2. To provide the employees an easy and readily accessible mechanism for prompt disposal of their day to day grievances

Student Grievances

As listed in The Gazette of India, May 6, 2019, student grievances are the complaint(s) made by an aggrieved student in respect of the following, namely:

- i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
- ii. irregularity in the process under the declared admission policy of the institution;
- iii. refusal to admit in accordance with the declared admission policy of the institution;
- iv. non-publication of prospectus by the institution, in accordance with the provisions of these regulations;
- v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;

Nagindas Khandwala College (Empowered Autonomous)

- vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- ix. non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
- x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
- xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
- xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
- xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Commission;
- xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
- xv. denial of quality education as promised at the time of admission or required to be provided; and
- xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.

Nagindas Khandwala College (Empowered Autonomous)

Staff Grievances:

Staff Grievances are complaints affecting one or more staff member with respect to their:

- (i) Salary
- (ii) Payment of overtime allowance
- (iii) Promotion
- (iv) Increments
- (v) Leave
- (vi) Seniority
- (vii) Work assignment
- (viii) Working conditions
- (ix) Working hours
- (x) Work load
- (xi) Training
- (xii) Settlement of terminal benefits.

Preventive Measures

1. Student Grievances: Publication of prospectus, its contents and pricing

(1) A prospectus containing the following information of persons intending to seek admission to the institution and the general public will be displayed, namely:

- a) the list of programs of study and courses offered along with the broad outlines of the syllabus;
- b) the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
- c) the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;

Nagindas Khandwala College (Empowered Autonomous)

- d) the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
 - e) each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions of such payment;
 - f) Rules/regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fine may be imposed.
 - g) the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;
 - h) details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof.
 - i) information with regard to physical and academic infrastructure, other facilities and its fee, library and in particular the amenities accessible by students on being admitted to the institution;
 - j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
 - k) Any other information as may be specified by the Commission:
- (2) The price of each printed copy of the prospectus shall be printed on the copy.

Nagindas Khandwala College (Empowered Autonomous)

2. Staff Grievances

1. Induction programme will be conducted for the newly joined staff members.
2. Awareness programme regarding service rules and new policies will be conducted as and when the necessity arises.

Procedure for Redressal of Grievances

- (i) Any aggrieved student or staff may submit an application seeking redressal of grievance on the college portal or as a hard copy.
- (ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate Student/Staff Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Student/Staff Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student/staff.
- (iv) An aggrieved student/staff may appear either in person or authorize a representative to present the case.
- (v) Grievances not resolved by the College Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period provided in these regulations.
- (vi) The College should ensure an early redressal of grievances; failure to do so may be reported by the Ombudsperson to the Commission, which shall take action in accordance with the provisions of these regulations.
- (vii) The Committee shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons there for, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student/staff.
- (viii) The institution, as well as the aggrieved student/staff, shall be provided with copies of the order under the signature of the Chairperson/Principal.