



STUDENTS GRIEVANCE REDRESSAL CELL

INCEPTION – 2009

FOR A PERIOD OF TWO YEARS

THE CONSTITUENTS OF GRIEVANCE OF STUDENTS:

The students are the main stakeholders in any institution imparting education, and it's our endeavor to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit in consideration the institute has decided to provide mechanism to students for redressal of their grievances as under:

The Grievances may broadly include the following complaints of the aggrieved students (a) Academic (b) Non-Academic. It is good to air-out a grievance rather than to keep it bottled up. Protection of human rights is essential for the all-round development of an individual's personality to realize the primary needs of the students and staff and secure civil liberties for everybody. The cell is indented to find solutions for problems like sexual harassment any kind of physical or mental harassment, complaints regarding class room teaching-class room management, completion of syllabus, teaching methods etc., if and when they arise. The Grievance Redressal Cell convenes meetings periodically, record the minutes and takes steps to redress the grievance.

OBJECTIVES OF GRIEVANCE REDRESSAL CELL:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. A Grievance Cell should be constituted 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.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- 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.

- Advising all the Students to refrain from inciting Students against other Students, teachers and College administration.
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

SCOPE:

The cell will deal with Grievances received in writing from the students about any of the following matters.

- **Academic Matters:** Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- **Financial matters:** Related to dues and payments for various items from library, hostels etc.
- **Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

FUNCTIONS:

- It is decided to have meetings in **August and February** of every year on regular basis, whereas an immediate/Urgent meeting could be called, if required.
- The cases will be attended promptly on receipt of written grievances from the students.
- The cell formally will review all cases and will act accordingly as per the Management policy.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

PROCEDURE FOR LODGING COMPLAINT:

- The students may feel free to put up a grievance in the suggestion box or personal conveying to any faculty he/she feel Convenient.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

STUDENTS GRIEVANCE REDRESSAL CELL

What constitute grievance?

Grievances may include the following complaints of the aggrieved students namely -

- (i) Making admission contrary to merit determined in accordance.
- (ii) Irregularity in the admission process adopted by the institute.
- (iii) Refusing admission in accordance with the declared admission policy of the institute.
- (iv) Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such person to pay any fee or fees in respect of any course or program of study which such person does not intend to pursue.
- (v) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution.
- (vi) Breach of the policy for reservation in admission as may be applicable
- (vii) Complaints of alleged discrimination by students from Scheduled Caste, Scheduled Tribes, OBC, women, minority or disabled categories.
- (viii) Nonpayment or delay in payment of scholarships to any students that such institution is committed, under the conditions imposed by UGC, or by any other authority.
- (ix) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
- (x) On provision of student amenities as may have been promised or required to be provided by the institution
- (xi) Denial of quality education as promised at the time of admission or required to be provided.
- (xii) Non transparent or unfair evaluation practices.
- (xiii) Harassment and victimization of students including sexual harassment; and,
- (xiv) Refund of fees on withdrawal of admissions as per UGC instructions from time to time.



**INSTITUTE OF DESIGN EDUCATION AND ARCHITECTURAL STUDIES,
NAGPUR**

STUDENTS' GRIEVANCE REDRESSAL CELL_2025-2026 to 2026-2027

	CATEGORY	NAME	DESIGNATION
1	Head of the Department (Senior Professor)	Prof. Milind Gujarkar	Chairman
2	Faculty members of the Institutes	1. Prof. Ajay Thomare 2. Prof. Rukhsana Badar 3. Prof. Sonaali Jattewar	Member secretary Member Member
3	Students representatives	1. Ishita Arvind Vanjari 2. Yuraj Rajendra Waratkar	Member Member
4	Non-Teaching	Mrs. Shweta Salpekar	Member