



People's Education Society's, Mumbai

DR. AMBEDKAR COLLEGE OF ARTS & COMMERCE

Jai-Jawan Nagar, Yerwada, Pune - 411006.

Affiliated To Savitribai Phule Pune University

PU/PN/AC/067 (1985)

H.S.C. Code No. J. 11-11-034

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Date :

Policy Document on Grievance Redressal Mechanism

This policy document outlines the grievance redressal mechanism for Dr. Ambedkar College of Arts and Commerce, Yerwada, Pune, aiming to ensure fairness, transparency, and prompt resolution for all stakeholders.

Definitions:

- Grievance: Any dissatisfaction or disagreement related to college activities and services, including actions of employees or persons.
- Employee or Person: Member of the College's academic, administrative, or non-teaching staff.
- Students / Parents / Guardians: Students currently enrolled in the College or their parents/guardians.

Aim:

- Establishing an effective, timely, fair, and equitable grievance handling system for employees, students, and their parents/guardians.
- Key principles include fostering a culture of understanding, prompt resolution, confidentiality, respect for all parties, and consistency in response.

Establishment of Grievance Redressal Committee:

- To address grievances arising from bias based on religion, caste, color, gender, linguistic origin, region, or age and ensure transparency in administration.

Types of Grievance:

- Faculty Grievances
- Staff Grievances
- Student Grievances of Academic and Non-Academic Nature

Procedure for Redressal of Grievance:

- Informal Resolution: Directly resolve issues with the concerned person or department.
- Formal Grievance Handling:
 - a) Submit formal complaints in writing to the respective Grievance Handling Authority.
 - b) The process includes investigation, opportunity for both parties to present their case, resolution within a specified timeframe, and escalation if necessary.
 - c) The Appellate Authority's decision is final.

Safeguarding Confidentiality:

- Ensure non-victimization or discrimination against parties involved.
- All actions and decisions will be explained in writing.
- Maintain confidentiality of records related to complaints.
- No cost for utilizing the grievance and appeals process.

Grievances of Students / Parents:

Sr. No.	Name of Grievances	Type of Grievance	Level-I Grievance Handling Authority	Level-II Grievance Handling Authority	Appellate Authority
1	Academic Nature	Registration / Re-Registration	Principal	IQAC	Principal
		Academic quality Course material			
		. Inadequate learning Resources			
		Co-Curricular Activities			
2	Against Faculty	Academic delivery and quality	Principal	IQAC	Principal
		Classroom Conduct			
		Regularity and Punctuality			
		Any discrimination/victimization of student			
		Attendance.			
		Class time table			
		Student Records			
3	Examination Related	End-semester / Supplementary exam Data sheet.	College Examination officer	Examination Committee	Principal

		Evaluation of the Answer sheet			
		Grading /Results			
		De-Barred / Year Back Cases			
4	Internship and Placements	Discrimination in Internship Selection	Placement Cell Coordinator	Principal	Principal
		Discrimination or nonadherence to placement procedure/rules			
5	Amenities and Services	Common Services (Transportation / Canteen.)	Student Welfare Officer	Student Welfare Committee	Principal
		Co-curricular facilities			
		Travel Concession			
6	Finance related	Fees and Dues	Accountant	Student Welfare Officer	Principal
		Fees Concessions			
		Scholarships			
		Refunds			
7	Student to Student	Intra-college conflicts	Subject Teachers	Disciplinary Committee	Principal
		Inter-college conflicts			

S. S. S. S.

IQAC Co-ordinator

IQAC

CO-ORDINATOR

Dr. Ambedkar College of Arts & Commerce
Yerawada, Pune-411006.

A. P. P.

Principal

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