



SADHU VASWANI MISSION'S
St. Mira's College For Girls, Pune
Autonomous (Affiliated to Savitribai Phule Pune University)
Reaccredited by NAAC- A Grade, cycle 3
[ARTS, COMMERCE, SCIENCE ,BSc(Computer Science), BBA, BBA(CA)]
6,Koregaon Road,Pune-411001. [INDIA]
Ph./Fax: 26124846; Email: office@stmirascollegepune.edu.in

PU/PN/AC/015/(1962)
College Code:- 013

❖ **Grievance Redressal Mechanism**

- A. Infographic of the Grievance Redressal Mechanism**
- B. Grievance Redressal Mechanism**
- C. C. List of links to the Grievance Redressal Portal on the College Website**



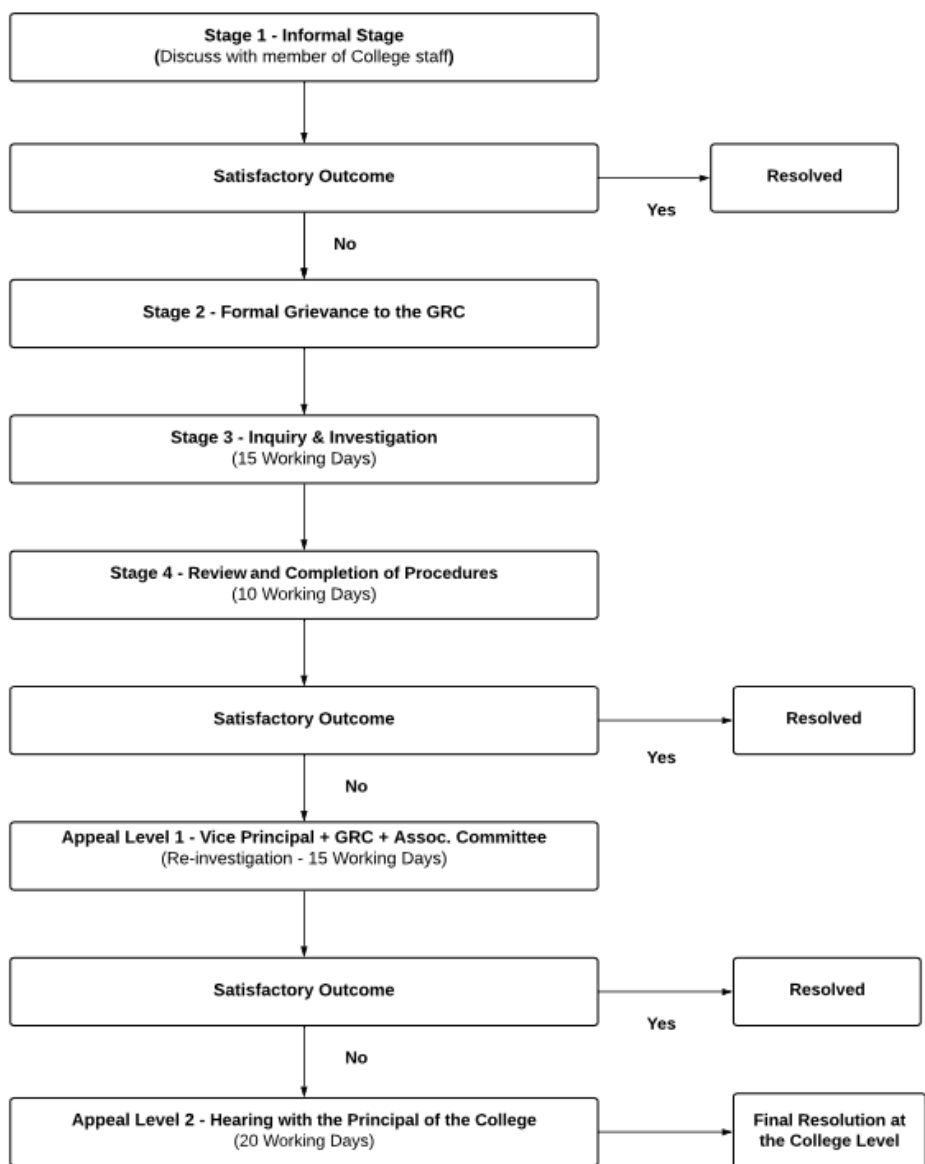
Principal Incharge
St. Mira's College for Girls, Pune.



SADHU VASWANI MISSION'S
St. Mira's College For Girls, Pune
Autonomous (Affiliated to Savitribai Phule Pune University)
Reaccredited by NAAC- A Grade, cycle 3
[ARTS, COMMERCE, SCIENCE ,BSc(Computer Science), BBA, BBA(CA)]
6,Koregaon Road,Pune-411001. [INDIA]
Ph./Fax: 26124846; Email: office@stmirascollegepune.edu.in

PU/PN/AC/015/(1962)
College Code:- 013

INFOGRAPHIC OF THE GRIEVANCE REDRESSAL MECHANISM



Principal Incharge
St. Mira's College for Girls, Pune.



SADHU VASWANI MISSION'S
St. Mira's College For Girls, Pune
Autonomous (Affiliated to Savitribai Phule Pune University)
Reaccredited by NAAC- A Grade, cycle 3
[ARTS, COMMERCE, SCIENCE ,BSc(Computer Science), BBA, BBA(CA)]
6,Koregaon Road,Pune-411001. [INDIA]
Ph./Fax: 26124846; Email: office@stmirascollegepune.edu.in

PU/PN/AC/015/(1962)
College Code:- 013

GRIEVANCE REDRESSAL MECHANISM

A.1 Stage 1: Informal Stage

Any student or staff member who wants to initiate a grievance may in the first stage bring the issue to the notice of the Head of the respective department/office, who will address the issue and try to resolve it within seven working days of the communication of the grievance. The purpose of Stage 1 is to swiftly address issues or concerns on an informal basis. The College believes that a majority of issues and concerns can be resolved informally at Stage 1 through discussion with the student /staff member at the point closest to where the matter originated.

Stage 1 will normally result in one of the following outcomes:

- i. a solution to the student's issue or concern
- ii. a suitable explanation where the desired outcome cannot be achieved

If the student is dissatisfied with the Stage 1 outcome and wishes to pursue the matter as a formal complaint the student should submit the Stage 2 Grievance Form within fifteen working days of receiving the Stage 1 outcome. Section 4.2 of this procedure explains how a student can submit a formal grievance.



Principal Incharge
St. Mira's College for Girls, Pune.



SADHU VASWANI MISSION'S
St. Mira's College For Girls, Pune
Autonomous (Affiliated to Savitribai Phule Pune University)
Reaccredited by NAAC- A Grade, cycle 3
[ARTS, COMMERCE, SCIENCE ,BSc(Computer Science), BBA, BBA(CA)]
6,Koregaon Road,Pune-411001. [INDIA]
Ph./Fax: 26124846; Email: office@stmirascollegepune.edu.in

PU/PN/AC/015/(1962)
College Code:- 013

A.2 Stage 2: Raising a Formal Grievance

If the grievance is not resolved informally at Stage 1; or should the grievant desire a formal redressal directly, the grievant may make a formal complaint. Formal grievances should be made in writing. Grievances can be submitted via email, in hard copy, or, preferably, through the grievance web form on the College website.

A.2.1 For online submission of grievances, the grievant must fill in all the details in the grievance web form on the College website, scan and attach the supporting documents and submit it.

A.2.2 For submissions of grievance in hardcopy, the grievant can print the web form, fill and submit the grievance, with the supporting documents, to the coordinator of the grievance committee, Ms. Suhaile Azavedo, at the English Department cubicle, on Tuesdays and Thursdays from 11.00 to 11.30 am

A.2.3 The grievance can also be emailed to grievance@stmirascollegepune.edu.in

The following details must be provided when submitting grievances via email:

- the name of the grievant
- the stream/ class/ subject / specialisation/ academic year
- full contact details of the grievant
- a full statement of the grievance
- brief details of the steps already taken to resolve the grievance at Stage 1(if any)
- reasons for the dissatisfaction with the attempts to resolve the grievance



Principal Incharge
St. Mira's College for Girls, Pune.



SADHU VASWANI MISSION'S
St. Mira's College For Girls, Pune
Autonomous (Affiliated to Savitribai Phule Pune University)
Reaccredited by NAAC- A Grade, cycle 3
[ARTS, COMMERCE, SCIENCE ,BSc(Computer Science), BBA, BBA(CA)]
6,Koregaon Road,Pune-411001. [INDIA]
Ph./Fax: 26124846; Email: office@stmirascollegepune.edu.in

PU/PN/AC/015/(1962)
College Code:- 013

- copy (not original documents) of all documentary evidence the student wishes to submit

A.2.4 Acknowledgement

All formal grievances will be acknowledged, in writing within three working days of receiving the application.

A.3 Stage 3: Inquiry and Investigation

Formal grievances will be forwarded to the appropriate Committee (as listed under 3.1) for investigation using the information provided by the grievant. The Committee shall analyse the merits of the grievance and initiate inquiries with the respective department/office/individual (linked with the grievance) within fifteen days. Once the investigation is completed, the findings will be shared with the Grievance Redressal Committee.

A.4 Stage 4: Review and Completion of Procedures

The Grievance Redressal Committee and the investigating committee will jointly make a thorough review of the investigation and the redressal process and use their best efforts to work out a resolution of the issues named in the grievance application. The resolution will be communicated to the grievant via e-mail within ten working days. Once the grievant indicates a written acceptance of the resolution at this level, the matter is deemed closed and a 'completion of procedures' mail will be sent to the grievant. The timeframe for the redressal of a grievance from application to completion of the procedure is one month. If



Principal Incharge
St. Mira's College for Girls, Pune.



SADHU VASWANI MISSION'S
St. Mira's College For Girls, Pune
Autonomous (Affiliated to Savitribai Phule Pune University)
Reaccredited by NAAC- A Grade, cycle 3
[ARTS, COMMERCE, SCIENCE ,BSc(Computer Science), BBA, BBA(CA)]
6,Koregaon Road,Pune-411001. [INDIA]
Ph./Fax: 26124846; Email: office@stmirascollegepune.edu.in

PU/PN/AC/015/(1962)
College Code:- 013

there is no response from the grievant within fifteen days of receiving the resolution and recommendation mail, the matter will be deemed closed.

B. APPEALS

B.1 Appeal Level 1

Grievances should be resolved amicably and conclusively, in compliance with the abovementioned grievance redressal procedures. However, if the grievant wishes to appeal against the outcome of the formal inquiry and investigation, then the grievant should write or send an email, requesting an appeal, to the Grievance Redressal Committee (grievance@stmirascollegepune.edu.in), within fifteen working days of receiving the resolution and recommendation mail.

The Vice-Principal of the College along with the Grievance Redressal Committee and the investigating Committee will review the documentation, the investigation procedure and the resolution offered. If deemed necessary, a re-investigation will be conducted during which the involved parties may be called for a hearing; or may be requested to submit additional information and testimonies; and, interview witnesses, if necessary.

After the hearing or re-investigation, Vice-Principal, the Grievance Redressal Committee and investigating Committee shall use their best efforts to work out a resolution of the issues involved with the parties named in the grievance application. Upon completion of proceedings, following the outcome of Appeal Level 1, a formal response, via email, will be sent to the grievant within fifteen working days of receipt of the appeal.



Principal Incharge
St. Mira's College for Girls, Pune.



SADHU VASWANI MISSION'S
St. Mira's College For Girls, Pune
Autonomous (Affiliated to Savitribai Phule Pune University)
Reaccredited by NAAC- A Grade, cycle 3
[ARTS, COMMERCE, SCIENCE ,BSc(Computer Science), BBA, BBA(CA)]
6,Koregaon Road,Pune-411001. [INDIA]
Ph./Fax: 26124846; Email: office@stmirascollegepune.edu.in

PU/PN/AC/015/(1962)
College Code:- 013

B.2 Closure of Grievance:

The grievance shall be considered as resolved and closed when:

- i. the grievant has indicated acceptance of the resolution, in writing, offered at Appeal Level 1
- ii. the grievant has not responded within fifteen working days from the date of intimation of resolution offered at Appeal Level 1

B.3 Appeal Level 2

If, after all the above-mentioned endeavours to resolve the grievance, a grievant is still dissatisfied, she/he may request a personal interview with the Principal of the College. The interview shall be arranged within ten working days of the submission of the request. The Principal may request a report of all procedures followed to the date; conduct an additional review of the formal investigation and documentation gathered so far. The Principal may confirm or rescind the earlier decision in the light of this report and review and will formally decide what corrective action can be implemented if any. A written reply will be sent to the grievant within 20 working days of receiving the request for Appeal Level 2. The Appeal Level 2 exhausts the College's internal procedures. There will be no further opportunity to pursue the grievance within the College.

C. List of links to the Grievance Redressal Portal on the College Website

1. [Collegiate Student Grievance Redressal Committee](https://www.stmirascollegepune.edu.in/grievance.php)
<https://www.stmirascollegepune.edu.in/grievance.php>
2. [Anti-Ragging Committee](#)



Principal Incharge
St. Mira's College for Girls, Pune.



SADHU VASWANI MISSION'S
St. Mira's College For Girls, Pune
Autonomous (Affiliated to Savitribai Phule Pune University)
Reaccredited by NAAC- A Grade, cycle 3
[ARTS, COMMERCE, SCIENCE ,BSc(Computer Science), BBA, BBA(CA)]
6,Koregaon Road,Pune-411001. [INDIA]
Ph./Fax: 26124846; Email: office@stmirascollegepune.edu.in

PU/PN/AC/015/(1962)
College Code:- 013

<https://www.stmirascollegepune.edu.in/antiragging.php>

3. Internal Complaints Committee (ICC – Cell against sexual harassment)
https://www.stmirascollegepune.edu.in/icc_committee.php
4. Prevention of Caste Based Discrimination Committee
https://www.stmirascollegepune.edu.in/pcd_committee.php
5. Ethics and Code of Conduct/ Disciplinary Committee
https://www.stmirascollegepune.edu.in/eccd_committee.php
6. Committee for Redressal of Grievances Related to the COVID-19 Pandemic
https://www.stmirascollegepune.edu.in/rgrc_committee.php



Principal Incharge
St. Mira's College for Girls, Pune.