

**ST. MIRA'S COLLEGE FOR GIRLS**  
**AUTONOMOUS- AFFILIATED TO SAVITRIBAI PHULE PUNE UNIVERSITY**  
**GRIEVANCE REDRESSAL COMMITTEE**

The Grievance Redressal Committee of St. Mira's is focused on:

- ✓ **Implementation of guidelines of statutory/regulatory bodies**
- ✓ **Organisation wide awareness and undertakings on policies with zero tolerance**
- ✓ **Mechanisms for submission of online/offline students' grievances**
- ✓ **Timely redressal of the grievances through appropriate committees**

**Implementation of guidelines of statutory/regulatory bodies**

St. Mira's College for Girls has set up a Grievance Redressal Committee following guidelines of:

1. The University Grants Commission Regulations 2012
2. The provisions of the University Grants Commission supersession notification published in the Government of India Gazette on May 6th, 2019.

A centralised Grievance Redressal Committee with its associated committees responsively redresses every grievance received. The Committee considers formal grievances, either received online through the web form on the College website; or via email at [grievance@stmirascollegepune.edu.in](mailto:grievance@stmirascollegepune.edu.in), or submitted in hard copy to the Coordinator. The committee also addresses informal and anonymous grievances.



*Jayak*  
Principal Incharge  
St. Mira's College for Girls

## **Organisation wide awareness and undertakings on policies with zero tolerance**

The above mentioned committees organise awareness of redressal mechanism and procedures among stakeholders on a frequent basis. The Grievance Committee and all associated committees are introduced to the FY students at the Student Induction Programme. Students are made aware of all the different co-existing committees, the scope of each and the procedure for submitting grievances. Orientation sessions are also held for faculty and all the staff of the College at the beginning of the academic year.

The associated committees conduct sessions with students periodically through the academic year.

## **Mechanisms for submission of online/offline students' grievances**

The grievance redressal mechanism is conducted in 2 stages as follows:

- i. Informal - Any student or staff member who wants to initiate a grievance may 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. If the student is dissatisfied with the informal outcome and wishes to pursue the matter as a formal complaint the student should submit a formal grievance.
- ii. Formal grievances should be made in writing and can be submitted via email, in hard copy, or, preferably, through the grievance web form on the College website. 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. Ms. Suhaile Azavedo is available, at the English Department cubicle, on Tuesdays and Thursdays from 11.00 to 11.30 am for addressing/ receiving grievances in hardcopy. The timeframe for the redressal of a grievance from application to completion of the procedure is one month. It is incumbent upon every associated committee to maintained detailed records of grievances received, the action taken and of the organising of awareness sessions in an academic year.



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### **Timely redressal of the grievances through appropriate committees**

Each grievance is thoroughly, objectively and timely investigated by the appropriate associated committee, using the information provided by the student in their statement.

The list of associated Grievance Redressal Committees is as follows:

1. Collegiate Student Grievance Redressal Committee (CSGRC) (as per UGC regulations of 2019)
2. Internal Complaints Committee (ICC-Sexual Harassment)
3. Anti-Ragging Committee
4. Prevention of Caste-based Discrimination
5. Ethics and Conduct/ Disciplinary Committee
6. COVID-19 Related Grievances Committee



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