



ORANGE CITY COLLEGE OF SOCIAL WORK, NAGPUR

Grievance Redressal Committee Policy and Procedures

Introduction

Any discontent or dissatisfaction that a student faces or even imagines, when not addressed properly is treated as grievance. Grievance is an upward communication. It brings out important information about creeping problems that a student/staff may face, to the management in advance. In accordance with UGC Regulations 2012 (The Gazette of India, March 23-29, 2013), a Grievance Redressal Committee has been constituted.

The College has a Student's Grievance Redressal Committee are to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment.

Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing, Grievances may also be sent through e-mail to the officer in-charge of Student's Grievance Redressal Committee or Principal.

Objectives

The objective of the Grievance Redressal Committee 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 Redressal Committee has been 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 grievance / problems freely and frankly, without any fear of being victimized.
- Suggestion/ complaint Box have been installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievance and their suggestions for improving the Academics / Administration in the college.



- 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.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.
- 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 of them for any reason.

Scope

The Committee deals with Grievances received in writing from the student about any of the following matters:-

Academic Matters: Related to timely issue of Transfer Certificates, and other examination related matters.

Other matters: Related to certain misgivings about conditions of sanitation, preparation of food etc.

Standard Operating Procedure for Handling Grievance

1. Complaints of general nature shall be considered by this committee and resolved accordingly.
2. The Concerned committee shall investigate the cases directed accordingly.
3. On receipt of complaint / grievance, Grievance Committee shall segregate the complaint, discuss with the concerned committee and thereafter direct the said complaint to the respective committee.
4. If, required, a hearing with the clarification from the concerned may be taken.
5. If the complaint/ grievance is found invalid, the complainant and the person against whom the complaint is made, will be informed accordingly and penal action may be taken.
6. The concerned committee shall investigate the cases directed accordingly.
7. The complaint in any case shall be resolved within a one month of its receipt.



ORANGE CITY COLLEGE OF SOCIAL WORK, NAGPUR
GRIEVANCE AND REDRESSAL CELL REPORT
SESSION 2018- 2019

Introduction-

The college has the grievance redressal cell in place comprising of teaching , non-teaching and students as the members of the cell. The cell has fortunately not received any major complaint till date, the minor complaints were addressed with rapidness and effectiveness.

S.No.	Compliant	Resolution
01	Cleanliness in Girls Common Room	The complaint regarding cleanliness in the girls common room was received by some of the students. Accordingly, the action on the same was taken the sanitation committee was informed and the girls common room was clean with immediate effect. Also the sanitation committee was directed to ensure the maintenance of cleanliness in the girls common room on regular basis.
02	Regarding the functioning of the fan in BSW- II Semester	The students of BSW- II Semester complaint regarding the problem in the functioning of the fan in BSW- II Semester. The maintenance department was informed regarding the same. With immediate effect the electrician was called and the fan repaired.


Lecturer
Orange City College of
Social Work, Nagpur



ORANGE CITY COLLEGE OF SOCIAL WORK, NAGPUR
GRIEVANCE AND REDRESSAL CELL REPORT
SESSION 2019- 2020

Introduction-

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S.No.	Complaint	Resolution
01	Provision for new dustbin in girls common room.	Some of the girls students requested the establishment for a new dustbin in the girls common room as the old had been weared off. The sanitation committee was informed about the same and a couple of new dustbin were provided in the college.
02	Regarding the technical problem in the sound system.	The Cultural committee had been preparing for the annual gathering, during which it was found that the sound system had some technical issues. The establishment was informed regarding the same by the cultural committee and the problem was addressed by calling the technical team for mending the technical issue



Exclusions

The Grievance Redressal Committee shall not entertain the following issues:

- Decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the University.
- Decisions with regard to award of scholarship, fee concessions, medals etc.
- Decisions made by the University about admissions in any courses offered by the Institute.
- Decisions made by the University with regard to disciplinary matters and misconduct.
- Decisions by competent authority on assessment and examination result.

Internal Complaints Committees under Sexual Harrassment of women at work place under (Prevention, Prohibition and Redressal Act, 2013)

Grievance Redressal Committee

Session- 2021-22

Sr. No.	Name	Mob. No.	Email
1	Ms. Rachana Dhadade (Presiding Officer)	7768947993	khobragaderm@gmail.com
2	Ms. Shalini Tore (Teaching)	9923448903	Shhalini.tore@yahoo.com
3	Mr. Vinay Solanki (Non- Teaching)	8484812921	Vinaysolanki16@gmail.com
4	Ms. Ripka Kuwar (Student Representative)	9420389490	ribamavchi@gmail.com



ORANGE CITY COLLEGE OF SOCIAL WORK, NAGPUR
GRIEVANCE AND REDRESSAL CELL REPORT
SESSION 2020- 2021

Introduction-

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S.No.	Compliant	Resolution
01	Regarding provision of LAN in IQAC.	Due to the excess work in the IQAC room and need of better internet connectivity with high band width in the IQAC room for online work, the provision of LAN was made in IQAC.
02	Provision of better light facility in the staffroom.	On the demand of the faculties to the administration, additional units of LED lights were made in the faculty room.
03	Preparing of the furniture in IQAC and faculty room.	At the response of the complaint received from IQAC and faculty room regarding the repair of the furniture, the administration made necessary repair work of the furniture in IQAC, faculty room and office.



ORANGE CITY COLLEGE OF SOCIAL WORK, NAGPUR

INTERNAL COMPLAINT CELL

(Anti-Ragging and Sexual Harassment)

SESSION 2021-2022

Date: 30 April, 2022

The college has Internal Complaint Cell in place that monitors and takes effective measures to check and prevent any kind of complaint and grievances, especially regarding ragging and sexual harassment in the college. The cell has its own Standard Operating Procedure which are used for dealing with the complaints leading to the effective and time bound redressed of the complaints so received.

The college has zero tolerance policy regarding the ragging and till date no complaints as such has been received regarding the ragging. The cell has organized various programs for creating awareness and sensitization among the students regarding the sexual harassment. It was the impact of the program that no complaint regarding sexual harassment was received.

Head

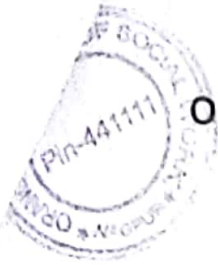
Internal Complaint Cell
Orange City College of Social Work
Nagpur

SESSION 2021- 2022

Introduction-

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S.No.	Compliant	Resolution
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ORANGE CITY COLLEGE OF SOCIAL WORK, NAGPUR

INTERNAL COMPLAINT CELL
(Anti-Ragging and Sexual Harassment)

SESSION 2021-2022

Date: 29 September, 2021

Sr. No.	Name of the Cell Members	Signature
1	Ms. Rachana Dhadade (Presiding Officer)	
2	Ms. Shalini Tore (Member of Teaching Faculty)	
3	Mr. Vinay Solanki (Member of Non-Teaching Faculty)	
4	Ms. Ripka Kuwar (Student Representative)	

Head

Internal Complaint Cell

Lecturer

Orange City College of Social Work
Nagpur



ORANGE CITY COLLEGE OF SOCIAL WORK, NAGPUR

INTERNAL COMPLAINT CELL

(Anti-Ragging and Sexual Harassment)

SESSION 2021-2022

Minute of the Meeting of the Cell

Date: 22 July, 2021

Introduction-

The college has Internal Complaint Cell that directs and monitors different committees regarding any kind of complaints or grievances regarding the various aspects of the college. The ICC receives complaints and provides precautionary direction to the respective committee. It also encourages the different committee to organize various programs on the same line.

S.No.	Compliant	Resolution
01	Celebration of Gender Equality Day	With the aim of discussing unequal proportion of male-female ratio in India and to sensitize the people regarding undue preference to the male child. In order to explain the significance of gender equality and to create awareness regarding significance of the female child. The cell decided to celebrate the Gender Equality Day in the month of August.
02	Organization of the gender sensitization program.	In order to create awareness regarding the gender equality and sensitization about the respect for other genders, programs and awareness regarding the gender equality and sensitization was decided to be organized. A Programme on 'Gender Sensitization Orientation' was decided to be organized in the month of September.

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Head

Internal Complaint Cell

Lecturer
Orange City College of Social Work
Nagpur



ORANGE CITY COLLEGE OF SOCIAL WORK, NAGPUR

INTERNAL COMPLAINT CELL

(Anti-Ragging and Sexual Harassment)

SESSION 2021-2022

Minute of the Meeting of the Cell

Date: 22 February, 2022

Introduction-

The college has the grievance redressal cell in place comprising of teaching non-teaching and students as the members of the cell. The cell has fortunately not received any major complaint till date; the minor complaints were addressed with rapidness and effectiveness.

S.No.	Compliant	Resolution
01	Review and discussion on complaints regarding sexual harassment.	The committee discussed regarding the complaints received, if any, regarding sexual harassment. It was found that no complaint regarding the same till the date of the meeting was received.

Head

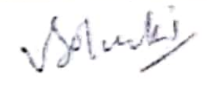
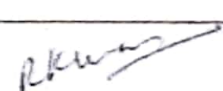
Internal Complaint Cell
Orange City College of Social Work
Nagpur

ORANGE CITY COLLEGE OF SOCIAL WORK, NAGPUR

INTERNAL COMPLAINT CELL
(Anti-Ragging and Sexual Harassment)

SESSION 2021-2022

Date: 29 September, 2021

Sr. No.	Name of the Cell Members	Signature
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2	Ms. Shalini Tore (Member of Teaching Faculty)	
3	Mr. Vinay Solanki (Member of Non-Teaching Faculty)	
4	Ms. Ripka Kuwar (Student Representative)	



Head

Internal Complaint Cell
Orange City College of Social Work
Nagpur

अर्ज

Date :-

प्रति

प्राचार्य

महेन्द्र कुमार मेहता सर

ऑरेंज सिटी समाज कार्य महाविद्यालय
नागपुर

अर्जदार :- भरत गायकवाड (M.S.W II year)

विषय :- महाविद्यालयाच्या समस्या सांगण्या बाबत !

महोदय,

शुविनय अर्जपुढे सादर करतो की मी भरत
गायकवाड (M.S.W-II year) विविध विषयांनुसार अर्ज
सादर करतो की महाविद्यालयात पी.पी.टी. मोफत
इंटरनेट व नियमित वर्ग (कधीकधी होतात) च्या पूर्ण
समस्या महाविद्यालयात समस्या सोहले त्या पूर्ण
आपल्या महाविद्यालयात द्याव्या ही नम्र विनंती
धन्यवाद !

भरत गायकवाड
आपला विद्यार्थी



प्राची
प्राचार्य

ओरेंज सिटी महाविद्यालय
नीगपुर

विषय :- महाविद्यालयोमध्ये येथ्या आज्यासाठी
bus सुविधा करून देण्याबाबत

अर्जदार :- महेंद्र भगवत हळकी .. 4th year
सचिन रमेश पवार .

महोदय :- वरिष्ठ विद्यार्थ्यांमध्ये अनुषंगाने आपणास
पिढेरी करणे की, महाविद्यालयाने
येथ्या आज्यासाठी bus ची सुविधा
याच्या राईमिंग पिढेरी करणे,

आपला विश्वासू
M. D. D.
4/1/22

અર્જ

પ્રતી,

પ્રાચાર્ય

ઑરિંન ઓર્વ મહાવિદ્યાલય નાગપુર,

વિષય. મહાવિદ્યાલયમાં લર્ગચોમ્યા રવલ્લ
કરુન દેખાભાલ.

ઑર્જદાર : પાચન લેજશમ ઓમાર્ચા M.S.W 2nd Sem

મહોદય ઉ- લર્ગન વિષયાંચા અનુષંગીને આપણા
વિનંતી કરતો કી મહાવિદ્યાલયમાં
લર્ગચોમ્યા રવલ્લ કરુન દેખાવે
ઓર્ચા સુવિલ્લા કરુન દેખાભાલ
વિનંતી.

આપણી વિશ્વાસ
Jehmachi

સુચી

પ્રતિ

પ્રાચાર્ય

કારેજ સીવી મહાપિઠાભય
નાગપુર,

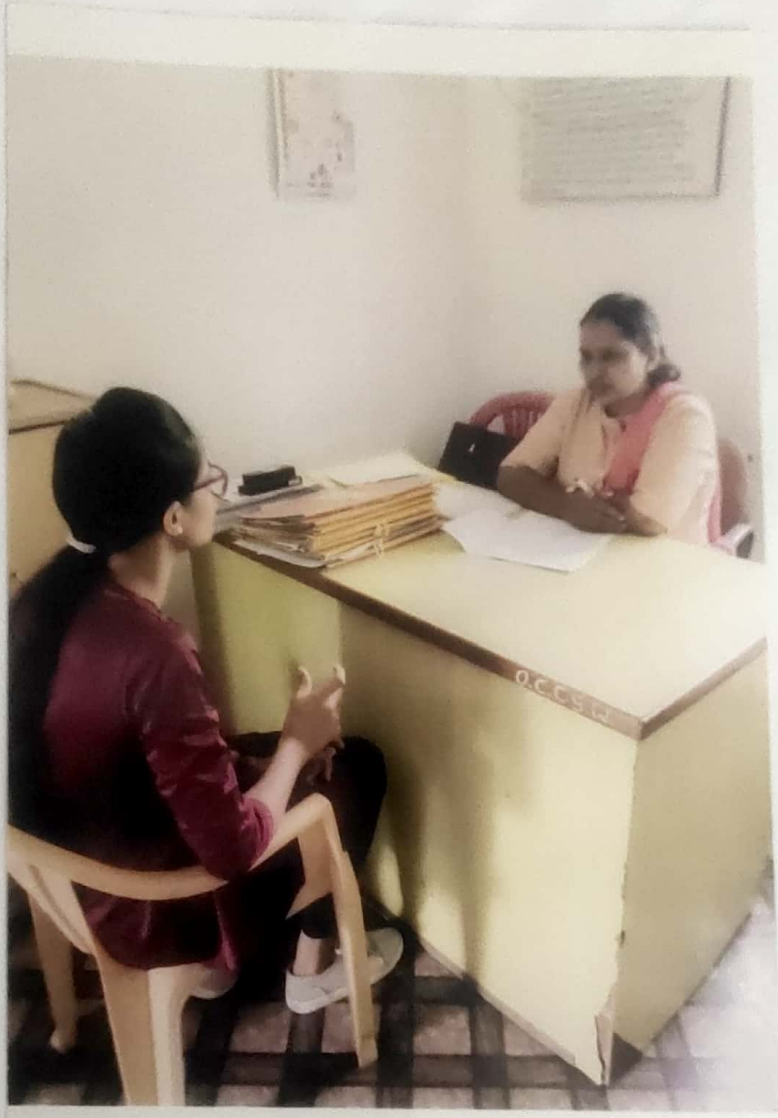
વિષય: મહાપિઠાભય પરીવરણને પૂર્વે સીવી
ઉપલબ્ધ કરી દેવાબાક,

કારણ: મુજબ વિદ્યાર્થી 4th msw.

મેલ: : આ કોઈ વિદ્યાર્થીને મુજબના કારણે
વિદ્યાર્થી ઉપર કોઈ મહાપિઠાભય
પરીવરણને પૂર્વે સીવી
વ કરી લેવી સુધારા ઉપલબ્ધ
કરી મહાપિઠાભયનાનીય વિદ્યાર્થી
સીવી સુધારા ઉપલબ્ધ કરી દેવા
માટે આ વિનંતી.

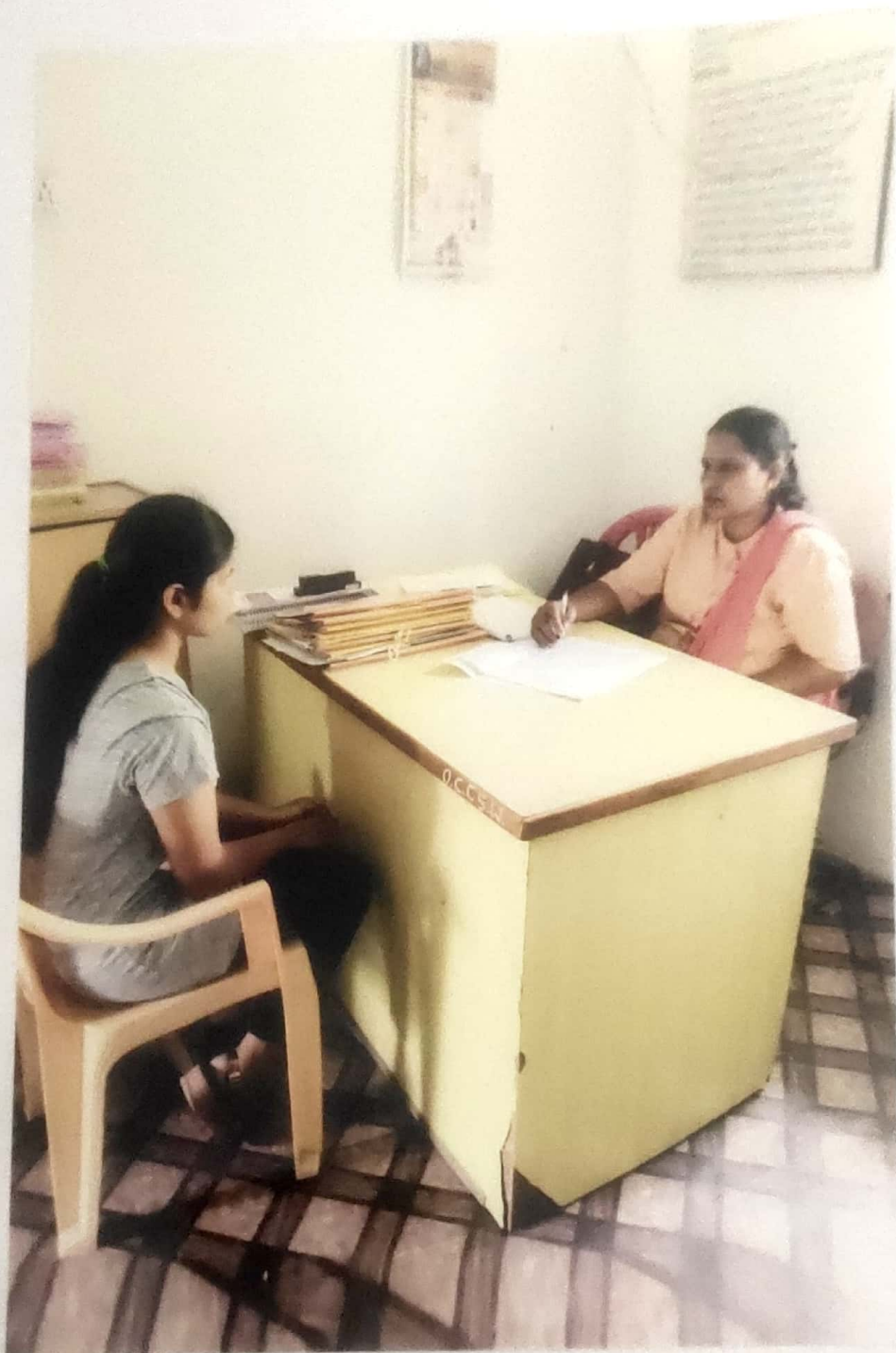
વિદ્યાર્થી નામ
દિગ્ગજ - 18/05/2024.

આપના વિદ્યાર્થી
Accept
msw 4th
no. 8007213360



विद्यार्थींची तक्रार ऐकतांना
IQAC कॉर्डिनेटर डॉ. कल्पना
जामगडे भंडम

अमूपदेशान करतोन



Counselling Room

Jrango City College of Social Work, Nagpur
(NAAC Accredited 'B' Grade Institute)

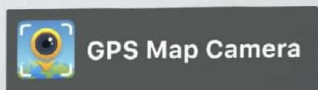
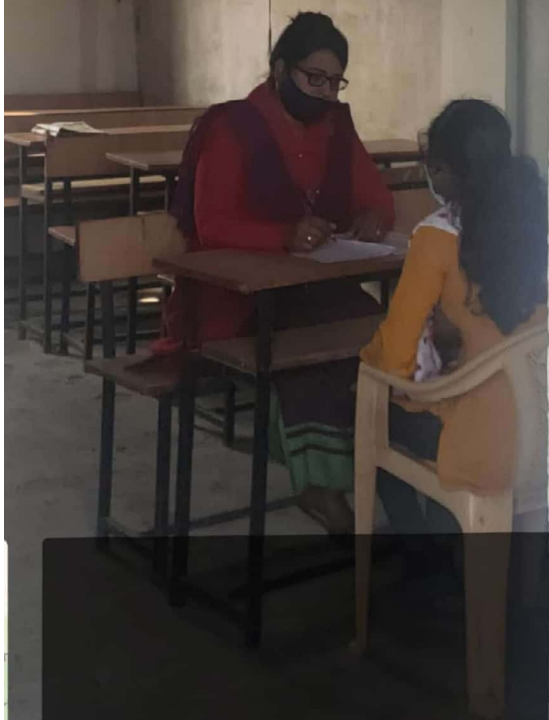
Constitution of Internal Complaints Committee under Sexual Harassment of women at work place under (Prevention, Prohibition and Redressal Act, 2013)

HIGHLIGHTS :

- The Bill defines sexual harassment at the work place and creates a mechanism for redressal of complaints. It also provides safeguards against false or malicious charges. Every employer is required to constitute an Internal Complaints Committee at each office or branch with 10 or more employees.
- The complaints Committee at each office or branch evidence.
- The Complaints Committee have the powers of civil courts for gathering evidence.
- The Complaints Committee are required to provide for consultation before initiating an inquiry, if requested by the complainant.
- Penalties have been prescribed for employees. Non-compliance with the provisions of the Act shall be punishable with a fine of up to Rs. 50,000.

Internal complaint Committee

No.	Name	Cell No.	Email
1.	Dr. Lata Ratih (Presiding Officer)	942440455	lratih@gmail.com
2.	Prof. Shalini Tore (Teaching)	992448901	shalinitor@gmail.com
3.	Prof. Rachana Dhade (Teaching)	778047983	drachana@gmail.com
4.	Ms. Kalpana Mujunde	976677265	kalyan2004@gmail.com
5.	Mr. Jayant Kosariker (Non-teaching)	727677773	jayantkosariker@gmail.com
6.	Mr. Vinay Solanki (Non-teaching)	940812621	vinaysolanki@gmail.com
7.	Ms. Kunti Shelke (Student Member)	960451716	shelkeku@gmail.com
8.	Mr. Vishnu Dunge (Student Member)	96549886	vishnu2004@gmail.com
9.	Ms. Sarita Raipure (Student Member)	954806503	saritarai@gmail.com
10.	Mrs. Varsha Pagale (NGO Member)	9760801108	pagalevarsha@gmail.com



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- Decisions made by the University with regard to disciplinary matters and misconduct.
- Decisions by competent authority on assessment and examination result.

Internal Complaints Committees under Sexual Harrassment of women at work place under (Prevenson, Prohibition and Redressal Act, 2013)

Session- 2020-21

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Ms. Shalini Tore (Teaching)	9923448903	Shhalini.tore@yahoo.com
Ms. KalpanaMukunde (Librarian)	9766972265	Khushi_9090@rediffmail.com
Mr. Vinay Solanki (Non- Teaching)	8484812921	Vinaysolanki16@gmail.com
Mr. Rajiv Kathwate (Non- Teaching)	8554969578	rjkathwate@rediffmail.com
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Ms. PayalDongre (Student Member)	8637783017	Payaldongre75@gmail.com
Ms. VarshaPagale (NGO Member)	9766880108	Pagalevarsha5@gmail.com