



**Oriental Education Society's
Oriental College of Education & Research, Andheri (W)
Affiliated to University of Mumbai**

The Student Grievance Committee (SGC) is a vital component of any educational institution, serving as a mechanism for addressing and resolving student grievances in a fair and impartial manner. OCER has set some code of conduct based on the grievance cell. The institution is obliged to be tasked with handling and resolving grievances and complaints raised by students regarding academic, administrative, or interpersonal issues. Student Grievance Committee has been established in the year 2022.

Composition:

The composition of the Student Grievance Committee consists of

Sr. No	Designation	Name of the Member
1.	Chairperson- Principal	Dr. Sneha Raikar
2.	Faculty Member	Dr. Vinayak Shinde Asst. Prof Manisha Sonavane
3.	Student Representative	Firdos Modan Roohee Kazi Saniya Kazi Sheetal Meena
4.	Administrative Staff	Vaishali Kenche

Objectives of Grievance Redressal Committee

- To provide a mechanism to address student-teachers grievances
- To take measures to solve the problems faced by student-teachers

Duties and Responsibilities:

Receive Complaints: The SGC is responsible for receiving grievances from students through formal channels.

Investigate: It investigates the nature and validity of the grievances raised by students.

Mediate: It mediates disputes between students and faculty/staff or among students themselves.

Recommend Solutions: Based on its investigation, the committee recommends appropriate solutions or actions to resolve the grievances.



Maintain Confidentiality: Ensures confidentiality throughout the grievance process to protect the privacy of involved parties.

Ensure Fairness: Ensures that the grievance resolution process is fair, impartial, and transparent.

Monitor Compliance: Monitors the implementation of recommended solutions to ensure compliance.

Procedure of Action Taken:

Submission of Grievance: Students submit their grievances in writing to the committee, detailing the nature of the issue, relevant evidence, and desired resolution.

Initial Review: The committee reviews the grievance to determine its validity and whether it falls within its jurisdiction.

Investigation: If the grievance is deemed valid, the committee conducts an investigation, which may involve gathering additional information, interviewing involved parties, and reviewing relevant documentation.

Mediation or Resolution: Depending on the nature of the grievance, the committee may facilitate mediation between parties or recommend specific actions to resolve the issue.

Decision and Communication: The committee communicates its decision to the involved parties in writing, outlining the rationale behind the decision and any recommended actions.

Follow-Up: The committee monitors the implementation of recommended solutions and may conduct follow-up reviews to ensure satisfactory resolution.

Activities conducted by the Grievance Redressal Committee are:

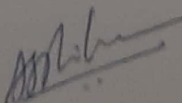
Informing student-teachers grievances to teacher-educators in the redressal Committee and the principal

Opening the suggestion box regularly and conveying the grievances to the grievance redressal committee

Solving the problems faced by student-teachers if any.

Conclusion:

The Student Grievance Committee plays a crucial role in maintaining a conducive and harmonious learning environment by addressing and resolving student grievances effectively and impartially. Its composition, procedures, and adherence to principles of fairness and confidentiality are essential for its successful functioning.


PRINCIPAL
ORIENTAL COLLEGE OF EDUCATION
& RESEARCH
Oriental Building, New Link Rd.,
Adarsh Nagar, Andheri (W).
Mumbai- 400 102

