



SARASWAT EDUCATION SOCIETY'S

*Sridora Caculo College of Commerce & Management Studies*

(Affiliated to the Goa University)

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Re-accredited by NAAC with B Grade (2<sup>nd</sup> Cycle)

ISO 9001:2015 CERTIFIED

## STUDENT GRIEVANCE REDRESSAL POLICY

### 1. Preamble:

Sridora Caculo College of Commerce and Management Studies is committed to fostering a supportive and conducive learning environment where all students have the opportunity to thrive academically, socially, and personally. In line with this commitment, the institution recognizes the importance of addressing and resolving grievances promptly and fairly.

### 2. The Policy Statement:

This policy applies to all students enrolled in the institution regardless of program. It outlines the procedures for submitting, investigating, and resolving grievances, as well as the rights and responsibilities of both students and the institution throughout the process.

An aggrieved student may raise his/her grievance to the committee in respect of the following:

1. Denial of facilities like drinking water, internet, library, Wi-Fi as promised at the time of admission
2. Delay in issue of mark sheets, Conduct of ISA exams, ISA defaulters or related matters
3. Discriminatory treatment to students belonging to Scheduled Castes, Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities
4. Victimization of a student by other students, teachers or administration.

### 3. Objectives of the Policy:

The Student Grievance Redressal Policy is designed to provide a transparent and accessible mechanism for students to raise concerns or complaints related to their educational experience, campus life, or interactions with faculty and staff. This policy aims to uphold principles of justice, equity, and respect for all members of the academic community.

### 4. Scope:

To redress the grievances of students, a Student Grievance Redressal Committee is constituted in accordance with University Grants Commission (Redressal of Grievances of Students) Regulations, 2019.

*How* *SPL*

## 5. Practices:

Any student may raise the grievance by writing a letter to the Principal which is immediately referred to the Grievance Redressal committee. The Coordinator Grievance Redressal Cell attempts to address the grievances of simplest nature at his/her own level. However, if the nature of grievance received is serious, the Grievance Redressal Committee within seven working days of receipt of the complaint investigates the matter. After deciding the merit of case on the basis of supporting documents and details, Student Grievance Redressal Committee shall fix a date for hearing the complaint which shall be communicated to the aggrieved student through e- mail.

1. The quorum for meeting including the Chairperson shall be three.
2. Aggrieved student may appear either in person or authorize a representative to present the case in front of the Committee.
3. Grievance Redressal Committee shall be guided by the principles of natural justice while hearing the grievance of student.
4. On conclusion of proceedings by the Committee, the Principal shall pass such order along with the reasons, as may be deemed fit, to redress the grievance and provide such relief, as may be appropriate, to the aggrieved student.
5. Student Grievance Redressal Committee shall ensure disposal of every case as speedily as possible as and not later than one month from the receipt of the grievance.
6. The Principal may recommend appropriate action against the complainant if the grievance/complaint is found to be false or frivolous.

The Committee consist of Principal as the Chairperson and Four members:

1. Coordinator Grievance Redressal Cell
2. BBA Coordinator
3. BCA Coordinator
4. A Student Representative as special invitee nominated by the Principal

03.05.2024

**Dr. Henrique D'Souza**  
Assistant Professor  
Convener, Student Grievance Committee



03.05.2024

**Prof. Santosh Patkar**  
PRINCIPAL

