



STUDENTS GRIEVANCES REDRESSAL
REGULATIONS 2024-2025

**SADHANA EDUCATION SOCIETY'S L. S. RAHEJA COLLEGE OF
ARTS & COMMERCE(AUTONOMOUS)
Relief Road, Santacruz (w) Mumbai-400054.**



SES's L. S. RAHEJA COLLEGE OF ARTS & COMMERCE,

SANTACRUZ WEST, MUMBAI-400054.

STUDENTS GRIEVANCES REDRESSAL REGULATION-2024

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As per the University Grant Commission Notification dated April 11, 2023 it is mandatory for all Colleges to constitute the Students' Grievances Redressal Committee. SES's L. S. Raheja College of Arts and Commerce, being an autonomous College, has adopted the following regulations:

Clause 1. Short Title, Application, and Commencement:

- (a) These regulations shall be called as SES's L. S. Raheja College Students' Grievances Redressal Regulation, 2024, hereinafter referred to as LSRC-SGRR 2024.
- (b) They shall apply to SES's L. S. Raheja College of Arts and Commerce, Santacruz West, Mumbai-400 054 which is established under Section 2 clause (f) and Section 12 (B) of the University Grants Commission Act, 1956.
- (c) They shall come into force from 2024-25 vide Governing Body meeting of the College held on 6/5/2024.

Clause 2. Objectives:

- 1. To develop an organizational framework to resolve the grievances of students.
- 2. To establish structured interactions with students to provide information on academic and administrative processes based on their expectations.
- 3. To provide opportunities for redressal of certain grievances (as defined) of students already enrolled in the College, as well as those seeking admission.
- 4. To ensure fairness by establishing a mechanism to address students' grievance/s promptly, impartially, and fairly, ensuring that all students are treated equally.
- 5. To promote transparency in the College processes, including admissions, examinations, and fee-related matters, by addressing grievances and providing clear information to students.
- 6. To maintain academic integrity by upholding the academic standards and integrity of the institution by addressing concerns related to assessments, evaluations, declaration of results and other academic matters.
- 7. Foster a positive environment by creating and maintaining a constructive and supportive academic environment by promptly resolving grievances and addressing issues that may affect the well-being of students.
- 8. To ensure that the College complies with the stipulated regulations, guidelines, and standards related to grievance redressal, thereby promoting accountability and adherence

to legal requirements.

9. To protect and safeguard the rights and interests of the students, including issues related to admission, refund of fees, examinations, and other academic related matters, by providing an avenue for students to express their concerns and seek resolution.
10. To ensure continuous improvement by taking periodic feedback from students regarding their grievances and identifying areas where College policies and procedures can be enhanced for the betterment of the student community.
11. To foster a sense of accountability, responsibility and responsiveness in the college and its staff towards the grievances raised by students.

In summary, the objective of the SES's L. S. Raheja College Students' Grievances Redressal Regulations, 2024, (LSRC-SGRR 2024) from the College point of view is to establish a robust framework that ensures the fair and efficient resolution of student grievances.

Clause 3. Definitions :

In these regulations, unless the context otherwise requires;

- a) "Aggrieved student" means a student who has any complaint in matters relating to or connected with the grievances defined under these regulations.
- b) "College" means SES's L. S. Raheja College of Arts & Commerce, as defined in Section 2 clause (f) and Section 12 (B) of the University Grants Commission Act, 1956.
- c) "Committee" means the Students' Grievances Redressal Committee (SGRC) constituted under these regulations, at the College level.
- d) "Competent Authority" means the Principal of the College or any person designated by the Principal / Management of the SES's L. S. Raheja College of Arts and Commerce, Santacruz West, Mumbai-400054, from time to time.
- e) "Examination Fees" are charges levied on students for the purpose of conducting examinations. These fees contribute to the administrative costs associated with examination logistics, paper setting, invigilation, and result processing.
- f) "Fees" means the tuition fee, and other charges payable by the student admitted to the College.
- g) "Grievance" means a complaint made by students as per Annexure I.
- h) "Management" means the Governing Body of the "Sadhana Education Society".
- i) "Ombudsperson" means the Principal of the College or any person designated by the Principal under these regulations.
- j) "Prospectus" means and includes publication, whether in print or otherwise, issued by the College for providing fair and transparent information relating to the programmes and courses offered by the College, to those seeking admission in the College.
- k) "Punishment" as defined under clauses 10 and 11 of the LSRC-SGRR, 2024.

- d) “Student” means a person enrolled, or seeking admission to be enrolled, in the College.

Clause 4 Mandatory Publication of the Prospectus and its Contents:

The College shall publish and/or upload prospectus on its website prior to the first date of commencement of admission to any of its courses or programmes. The prospectus should contain the following information:

- (a) The list of programmes and courses offered by the College, credits, grade points, examination scheme, rules of progression, etc.
- (b) The number of seats approved by the appropriate statutory authority in respect of each course or programme for the academic year for which admission is proposed to be made.
- (c) The conditions of educational qualifications and eligibility for admission of students in a particular programme or course are specified by the College.
- (d) Details of fees pertaining to each programme and course are specified by the College.
- (e) In the event of the cancellation/withdrawal of admission before the completion of the programme, the percentage of the deduction of the fee refundable to a student shall be specified as per College regulation. (Subject to change from time to time.)
- (f) Details of the full-time teaching faculty, including their educational qualifications and teaching experience, and it should also contain information about office staff.

Clause 5 Grounds on which a complaint can be filed to SGRC:

Refer to Annexure I

Clause 6. How and where to file a complaint:

It is mandatory for the student to lodge a complaint through Google Form link available on the website. It is also mandatory for a student to upload a signed copy of the complaint through the same link.

1. The counting of days will be considered from the date on which the online complaint was made.
2. Once the aggrieved student files a complaint, he/she is not supposed to discuss the matter with anyone except the SGRC.
3. Student/s should only appear in person. He /she cannot be represented by anybody else in person or in absentia.
4. Before and after the complaint, the student concerned should not post any information related to the matter on any of the social media sites involving the College, directly or indirectly. In cases of violation, stern action will be taken against the student. The student concerned should maintain absolute confidentiality in the above matter.

Clause 7. Procedure to be followed for Students' Grievance Redressal:

(i) The first meeting on the alleged online complaint, shall be called or held within seven (07) days after the first date of receiving the online complaint via Google Form link. The student concerned should be called for the meeting. The complaint shall be disposed off by due hearing, and the Committee should give sufficient time to the complainant and accused and complete hearing within a period of twenty (20) days from the date of the first meeting held.

(ii) The SGRC shall send its report with recommendations, if any, to the Principal of the College in a sealed envelope within a period of seven (07) days from the date of the last meeting held. The Principal shall inform the aggrieved student regarding the decision of the Committee within six (06) working days from the date of receipt of the report from the Committee.

Note: In case the Principal is on leave, then the person officiating as Principal or Vice-Principal of the College may handover the decision of the SGRC to the student concerned.

(iii) Any student aggrieved/not satisfied by the decision of the Committee may prefer an appeal to the Ombudsperson, i.e. the Principal of the College, within a period of seven (07) days from the date of receipt of the decision of the Committee, by the student concerned.

Note: In case the Principal is not available, the Committee should report to the Management of the Sadhana Education Society.

Clause 8. Appointment of SGRC- composition, tenure, quorum and removal.

(i) Following is the composition of the Students' Grievances Redressal Committee (SGRC):

- a) Professor / Associate Professor – Chairperson- if the professor is not available or declines, then preferably the senior associate professor will be the chairperson.
- b) Four Associate / Assistant Professors based on seniority in the College as members.

Note: From category (b) (one of them will be the Member Secretary as decided by the Chairperson), and at least two members shall be women.

- c) At least two representatives among the students, one boy and one girl, are to be nominated by the Principal of the College as members based on excellence in academics, sports, or co-curricular activities.

(ii) The term of the Committee shall be for a period of three years.

(iii) The conditions for the removal of a SGRC as decided by the College / Management of the Sadhana Education Society, Santacruz West, Mumbai- 400 054, based on the following conditions:

- a. Violation of LSRC SGRR 2024: If members of the SGRC violate the LSRC-SGRR 2024, it

could be a ground for removal.

- b.** Inefficiency or ineffectiveness: If the Committee is consistently ineffective in addressing student grievances or fails to fulfil its responsibilities in performing its diligence duties, it may be subject to removal.
 - c.** Failure to follow procedures: If the Committee consistently fails to follow established procedures for handling grievances or if there is a pattern of procedural violations, it could be a reason for removal.
 - d.** Misuse of Authority: Any misuse or abuse of the authority vested in the Committee members, such as exercising power beyond their designated scope or engaging in discriminatory practices, could lead to their removal.
 - e.** Lack of Accountability: If the Committee fails to account for its actions or decisions, and there is a lack of transparency in its functioning, it might be a reason for its removal.
 - f.** Non-Compliance with Regulations: Failure to comply with relevant laws, regulations, or guidelines governing the functioning of such Committee could also result in their removal.
 - g.** The autonomous College / Management has the authority to establish and enforce its own rules and procedures within the framework of applicable laws from time to time and from case to case.
 - h.** Removal/replacement of a member in the event of leaving the institute, not attending meetings for a long period, death, superannuation, the Principal may nominate a person to fill the vacancy as and when it arises. However, the term of the newly inducted member will expire along with the term of the Committee.
- (iv) The quorum for the meeting, shall be four persons, including the chairperson and the member secretary.
- (v) In considering the grievances before the Ombudsperson, the SGRC should follow principles of natural justice.

Clause 9. Duties and Responsibilities of SGRC:

- a. The Committee is responsible for addressing and resolving grievances raised by students.
- b. The Committee shall ensure a fair and transparent hearing process for handling grievances.
- c. The Committee shall act as a mediator, conducts investigations, and recommends solutions to resolve student issues.
- d. The Committee members are strictly required not to share any information related to the concerned matter with anyone else and to maintain absolute confidentiality.
- e. The Committee shall play a role in upholding the institution's policies and fostering a positive learning environment.

Clause 10. Punishment: The following action shall be taken depending upon the merit of the case. It can be a minor punishment, such as a warning, a penalty, or a major punishment like suspension, or any other measures deemed appropriate will be recommended by the Committee, to the competent authority.

Clause 11. Punishment for a false complaint by the student to SGRC:

If a complaint made by a student to the SGRC is found to be false or malicious in nature, appropriate disciplinary action will be taken. In the case of a false complaint, stern punishment can be recommended by the Committee, including suspension of the complainant or cancellation of admission.

If the complaint against teaching and non-teaching staff is genuine, appropriate actions will be recommended by the Committee, to the competent authority.

Clause 12. Appointment, tenure, removal and conditions of services of the Ombudsperson:

- (i) The College Principal is the ombudsperson; however, if s/he wishes, s/he can appoint senior most faculty (Professor/ Associate Professor) to be the ombudsperson.
- (ii) The Ombudsperson shall not, at the time of appointment or during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the College where his/her personal relationship, professional affiliations, or financial interests may compromise or reasonably appear to compromise the independence of judgement towards the College.
- (iii) The Ombudsperson shall be appointed for a period of three years or until s/he attains the age of superannuation, whichever is earlier, from the date of resuming office, and shall be eligible for reappointment for another term. (Till the person attains superannuation)
- (iv) The Governing Body or Management may remove the Ombudsperson from the office, on charges of proven misconduct or misbehaviour.

Clause 13. Duties of Ombudsperson:

The role of an ombudsperson or Principal in a College, especially with regard to admission, refund policies, and examination-related matters, is crucial in ensuring fair and transparent processes. While specific duties may vary, the following are common responsibilities aligned with LSRC-SGRR 2024:

1. To publish a prospectus.
2. To declare the admission regulations.
3. To declare the examination regulations.
4. To ensure compliance with LSRC-SGRR 2024.

The Principal or ombudsperson plays a pivotal role in creating a positive and supportive academic environment and is proactively involved in addressing student concerns, thereby contributing to

the overall well-being of the student community.

Clause 14. Functions of the Ombudsperson:

- (i) The Ombudsperson shall hear appeals from an aggrieved student only after the student has availed of all other remedies provided under LSRC- SGRR 2024.
- (ii) While issues of malpractice in the conduct of examinations or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totaling of examination shall be entertained by the Ombudsperson unless a specific irregularity materially affecting the outcome or a specific instance of discrimination is indicated.
- (iii) The Ombudsperson may avail the assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- (iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 15 days of receiving the appeal from the aggrieved student/s.

Clause 15. Information Regarding Ombudsperson and SGRC:

The information regarding Ombudspersons and the Student Grievance Redressal Committee (SGRC) shall be displayed prominently on the College website and on the notice board.

Clause 16. Procedure for Redressal of Grievances by the Ombudsperson:

- (i) Grievances not resolved by the LSRC-SGRC within the 20 days period from the date of the first meeting of the SGRC provided in these regulations may be referred to the Ombudsperson.
- (ii) An aggrieved student shall appear only in person, and no representative or parents shall be permitted to appear on behalf of the student.
- (iii) The SGRC shall extend cooperation to the Ombudsperson or the student in the early redressal of grievances.
- (iv) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student/s.
- (v) The College as well as the aggrieved student/s, shall be provided with copies of the order under the signature of the Ombudsperson.
- (vi) The College shall comply with the recommendations of the Ombudsperson.
- (vii) The Ombudsperson may recommend appropriate action against the complainant where a complaint is found to be false or frivolous.

Annexure I

Grounds on which a complaint can be filed with the SGRC:

- a) Irregularity or lack of transparency in the process of admission policy or any other matter related to admission.
- b) Issues related to academics and administration.
- c) Delay by the College in the conduct of examinations or declaration of results, beyond the schedule specified by the College or any other matter related to examination.
- d) Fee related matters.
- e) Infrastructure and other amenities related matters.
- f) Non-publication of a prospectus by the College.
- g) Withholding of, or refusal to return, any document in the form of certificates of degree, or any other document deposited by a student in contravention of the stated admission and other policies of the College.
- h) Harassment or victimisation of a student by a student or a staff other than ragging and sexual harassment are to be proceeded against under these regulations from time to time;

Note: Any grievance that is not mentioned herein above will not be covered within the scope of SGRC.