

GRIEVANCE REDRESSAL CELL

(As per AICTE Regulations, 2019 & UGC Redressal of Grievances of Students Regulations, 2023)

1. Introduction

To ensure a fair, transparent, and student-friendly environment on campus, Orange City Institute of Management (OCIM) hereby constitutes the Student Grievance Redressal Committee (SGRC) in compliance with the statutory guidelines of:

- a) AICTE (Redressal of Grievances of Students) Regulations, 2019
- b) UGC Redressal of Student Grievances Regulations, 2023

The committee aims to address academic, administrative, and campus-related grievances of students promptly and effectively.

2. Objectives of the SGRC

- a) To create a mechanism for redressal of student grievances in a time-bound manner.
- b) To maintain a harmonious and supportive campus environment.
- c) To uphold the dignity, rights, and interests of students.
- d) To ensure transparency in academic and administrative processes.
- e) To recommend corrective measures to prevent recurrence of similar issues.

3. Constitution of the Student Grievance Redressal Committee (2025 Onwards)

| Sr. No. | Name | Role in Committee | Category |
|---------|--|-------------------|---------------------------------------|
| 1 | Dr. Anil Sharma | Chairperson | Principal |
| 2 | Prof. Minakshi Shendre | Member | Senior Faculty Member |
| 3 | Prof. Robin Ukey | Member | Senior Faculty Member |
| 4 | Prof. Ashish Ingale | Member | Senior Faculty Member |
| 5 | Student Representative | Member | Student of MBA First Year |
| 6 | Student Representative | Member | Student of MBA Second Year |
| 7 | Police Representative – Khapri Police Station | Member | External Representative (Law & Order) |
| 8 | NGO Representative | Member | External Member (Social Sector) |

Note: The inclusion of a Police Representative and NGO Representative strengthens transparency and aligns with UGC/AICTE best practices.

4. Scope of Grievances

The SGRC shall handle the following types of grievances:

- a) Academic issues (examinations, evaluation, attendance, classes)
- b) Administrative issues (certificates, fees, documentation)
- c) Conduct-related issues within the college

- d) Harassment, discrimination, or unfair treatment (excluding sexual harassment – handled by ICC)
- e) Any matter affecting student welfare or dignity

5. Functions of the Committee

- a) Receive written/email grievances from students.
- b) Acknowledge complaints within 3 working days.
- c) Examine and investigate complaints through meetings and documentation.
- d) Resolve grievances within 15–30 days as per regulations.
- e) Maintain confidentiality throughout the process.
- f) Recommend preventive/corrective actions to the Head of Institution.
- g) Maintain a grievance register (physical & digital).
- h) Submit periodic reports to IQAC, University, and AICTE as required.

6. Meeting Protocol

- a) The SGRC shall meet once every quarter or as needed for urgent matters.
- b) A minimum 50% quorum is required, with the Chairperson's presence mandatory.
- c) Minutes of meetings shall be documented and preserved.

7. Student Grievance Submission Channels

Students may submit grievances through:

- a) Grievance Submission Form (Offline)
- b) Official Grievance Email ID
- c) Suggestion/Complaint Box
- d) Direct submission to the SGRC Chairperson

8. Confidentiality Clause

All complaints, identities, and proceedings shall remain strictly confidential. Any breach of confidentiality by any member shall lead to disciplinary action as per institutional policy.

9. Tenure of the Committee

The committee shall function from 2025 onwards, with reconstitution as per institutional requirements or regulatory updates.

10. Commitment Statement

The Student Grievance Redressal Committee of OCIM is committed to ensuring justice, fairness, and student welfare by providing a transparent and responsive grievance-handling mechanism.

OCIM
DTE Code - 4125