



MGM's

# COLLEGE OF COMPUTER SCIENCE & IT, NANDED

(Institute established in 2000 and Affiliated to S.R.T.M.University Nanded.)

MGM Campus, Near Airport, Nanded-431605(M.S.) India

## Standard Operating Procedures

### Student Grievance Redressal Cell

**[In accordance to University Grant Commission (Grievance Redressal) regulations, 2023 Reference No. F.1-13/2022(CPP-II), Sr. No.233 dated 11.04.2023]**

## Grievance





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### Introduction:

In compliance with directives from University Grants Commissions, New Delhi, **MGM's College of Computer Science & IT** has established a Student Grievance Redressal Committee (SGRC) to address student issues and guarantee transparency in admissions, academics, and the avoidance of unfair practices, among other things. The cell's function is to investigate any complaints submitted by students to assess if they have any merit. Anybody with a legitimate complaint may speak with the official supervising the Grievance Redressal Cell or personally approach the department members. An annoyed student may submit an application seeking redressal of grievance to the committee through;

- The online portal provided on the website of the college or;
- By e-mail at [principal@mgmccsit.ac.in](mailto:principal@mgmccsit.ac.in) or [gill\\_vs\\_satpalsingh@mgmccen.ac.in](mailto:gill_vs_satpalsingh@mgmccen.ac.in)
- By dropping the compliant at the grievance box.
- Google Form Link - <https://forms.gle/gcpMkYaFCBDm3kfd7>



### Objectives:

The objectives SGRC are

- To maintain the institute's learning environment peaceful, every individual involved must have a responsive and responsible attitude.
- Upholding the institute's dignity by ensuring openness and encouraging amicable interactions between students and student-teacher.
- Encouraging students to bring up their complaints or issues in an open, honest manner without fearing being victimized.
- Advising learners at college to exercise the utmost caution and patience whenever a conflict arises and to respect each other's rights and dignity.
- Encourage every student to keep themselves away from inciting others against teachers, other students, or the college administration.
- Encouraging all employees to show affection to the students and avoid acting enviously toward any of them for any reason whatsoever.



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### Purview of SGRC:

The SGRC will deal with the grievances received from the students about any of the following matters:

**1. Academic Matters:**

Issues related to Mark Sheets, Transfer Certificates, Credit Transfer, elective subjects, online courses, or other examination-related matters.

**2. Financial Matters:**

Issues related to dues and payments for enrollment, library and hostel, etc.

**3. Student-Student Relation:**

Issues related to disputes among the students.

**4. Student-Teacher Relation:**

Issues related to mentoring and conduct, victimization by teachers, etc.

**5. Other Matters:**

Issues related to water supply and sanitation, housekeeping, preparation of food in the hostel canteen and college canteen, availability of transport, etc.

### Exclusions of SGRC:

The SGRC will not deal with the grievances received from the students about any of the following matters:

- Decision of the Academic Council/ Board of Studies and other Academic or Administrative committees' function on the campus.
- Decisions with regard to award of scholarships, fee concessions, stipends, awards, and medals.
- Decisions made by the college administration or governing council/College Development Committee under the discipline rules and misconduct.
- Decision made by the college in branch change and admission of any course.
- Decision made by the competent authority on assessment and evaluation results.

### Grievances Redressal Mechanism:

The SGRC grievance Redressal mechanism adopted by MGM's College of Computer Science & IT, Nanded, is given below:

- The annoyed student may submit an application seeking redress of grievance in writing or online mode (on a portal or by email) to the chairperson of the Student Grievance Redressal Committee.
- After receiving any complaint, the SGRC committee will identify the type of complaint; Viz. Academic, Financial, Harassment, or Anti-ragging. The chairperson will call the SGRC committee within 2 days along with the aggrieved parties.
- All aggrieved persons will be allowed to present their claims and says. The SGRC will hear pleas of both sides and counsel them.



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- The SGRC will verify the facts and data.
- The SGRC will recommend the remedial measures and corrective actions.
- The final decision will be communicated to both parties through the Chairperson SGRC.

### Details of SGRC Committee:

The SGRC committee consists of the following members:

Sr. No.	Name of Member	Designation	Position	Contact No.	Email ID
1	Dr. Shirish. L. Kotgire	Principal	Chairperson	9158677555	kotgire_sl@mgmccen.ac.in
2	Dr. Kanchan.A. Nandedkar	Head /Vice-Principal	Member	9960204482	kanabhi96@gmail.com
3	Dr. Makarand N. Cherekar	Head BT & BI	Member	9422817755	makarandcherekar01@gmail.com
4	Mr Vishal M. Pathak	Asst. Prof.	Member	9420195173	vishalpathak@rediffmail.com
5	Dr. Smita A. Bhopi	Asst. Prof	Member	988161903	sab.mgmccsitn@gmail.com
6	Dr Sunil V. Dahale	Asst. Prof.	Member	9860489300	sunildahalev@gmail.com
7	Mr Vijay S. Tathe	Asst. Prof.	Member	9422174319	Vijay.tathe@yahoo.com
8	Mr. Satpal Singh Gill	Asst. Prof.	Coordinator	9850846836	gillsir999@gmail.com
9	Mr. Mahesh T. Chavan	Student Representative	Student member		
10	Ms. Shilpa S. Bharkad	Student Representative	Student member		

### Contact Person:

Satpal Singh Gill  
Coordinator  
Department of CS & IT,  
MGM's College of Computer Science & IT, Nanded.  
Mobile No.:9850846836  
E-mail: gillsir999@gmail.com

  
Satpal Singh Gill

  
Vishal M. Pathak  
IQAC  
Coordinator

  
Dr. Shirish L. Kotgire



Institute run under the aegis of Mahatma Gandhi Mission, Nanded. an educational charitable trust.

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