

SNDT Women's University

Shreemati Nathibai Damodar Thackersey Women's University



NAAC -SSR

CRITERION V

Supporting Documents

for

**5.1.4.2: Mechanisms for Submission of
Online / Offline Students'
Grievances**

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Application Form for Grievance

**SHREEMATI NATHIBAI DAMODAR THACKERSEY
WOMEN'S UNIVERSITY**

1, Nathibai Thackersey Road, Mumbai - 400 020.

**Application Form to place a Grievance before the University Greivance
Committee as per the provisions of section 79 of the Maharashtra Public
Universities Act,2016**

To,
The In-charge – University Grievance Redressal Cell
S.N.D.T. Women's University,
Mumbai – 400 020

**Paste
Recent
Photo
& sign
across**

Respected Madam,

I hereby request you to accept this application for my below stated Grievance and place it before the University Grievance Committee as per the provisions of section 79 of the Maharashtra Public Universities Act, 2016.

| A | Details of the Complainant | | |
|----|-------------------------------------------------------------------------------------------------------|---|----------------------------------------------------------------------------------|
| 1. | Name of the Employee/Teacher(in Capital) | : | Shri / Smt. _____ (Surname) (First Name) (Middle Name) |
| 2. | Date of Joining University / Institute | : | _____ |
| 3. | Date of Birth (DD/MM/YYYY) | : | _____ |
| 4. | Present Residential Address | : | _____ _____ _____ |
| 5. | Present Designation at the University Department Section/Conducted or Affiliated College/ Institution | : | _____ _____ _____ |
| 6. | Name and address of the University Department Section/Conducted or Affiliated College/ Institution | : | _____ _____ _____ |
| 7. | Contact Details of the Complainant | : | Resi: _____ Office: _____ Mobile: _____ What's app: _____ E mail: _____ |
| | | | |

SHREEMATI NATHIBAI DAMODAR THACKERSEY WOMEN'S UNIVERSITY

1, Nathibai Thackersey Road, Mumbai - 400 020.

| | | | |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------|
| B | Details of the Adversary i.e. on whom the initial complaint was made | | |
| 1. | Name of the Adversary (in Capital) | | Shri / Smt. _____ |
| 2. | Adversary's present Designation at the University Department Section/Conducted or Affiliated College/ Institution | | |
| 3. | Name and address of the University Department Section/Conducted or Affiliated College/ Institution the adversary is working with | | |
| C | Detailed information of your Grievance (Attach separate sheet if required) <ul style="list-style-type: none"> Each point to be numbered separately as 1,2,3,4,etc. Each point will be treated as a separate paragraph. | | |
| | | | |

**SHREEMATI NATHIBAI DAMODAR THACKERSEY
WOMEN'S UNIVERSITY**

1, Nathibai Thackersey Road, Mumbai - 400 020.

Note.1.

Kindly attach proofs or Documents, Government Resolutions, Notifications, Circulars, etc. if any, to support your above say.

VERIFICATION

The information in above said paragraphs _____ is true to my own knowledge and information in paragraphs _____ are true to my belief / information received and believed by me as true.

Place: _____

Date: _____ Name and signature of the Complainant

SHREEMATI NATHIBAI DAMODAR THACKERSEY WOMEN'S UNIVERSITY

1, Nathibai Thackersey Road, Mumbai - 400 020.

Details of Fees paid for filing the above Grievance`

Mode of Payment (Choose any one): Cheque/Demand Draft / NEFT/ Cash

1) If payment is to be made by Cheque/ Demand Draft give following details:

| Name of the Bank on which cheque is Drawn | Branch Name/ Area | Cheque/ Demand draft Number | For Amount |
|-------------------------------------------|-------------------|-----------------------------|------------|
| | | | |

Note: Kindly attach the original Cheque/ Demand Draft drawn in favour of "**The Finance And Accounts Officer (Collection), SNTD, Women's University Mumbai: 400020**", with your Grievance application form. In case of payment made by Cheque/ Demand Draft you shall receive the acknowledgement only after we receive the Cheque/ Demand Draft clearance receipt from the accounts section.

OR

2) If payment is to be made via NEFT give following details: :

| Account number through which NEFT processed | Name of the Account Holder | UTRN (Mention the complete 16 digit code) | For Amount |
|---------------------------------------------|----------------------------|-------------------------------------------|------------|
| | | | |

Note: In case of NEFT payment you shall receive the acknowledgement only after we receive the receipt from the accounts section. Details for NEFT are as follows:

Account Name: The Finance And Accounts Officer(Collection).SNTD,
Women's University Mumbai: 400020

Account Number: 1389101071417
Bank: Canara Bank
IFSC Code: CNRB0001389

OR

3) If payment is to be made by CASH then the amount to deposited at Accounts Section, Churchgate Campus

| Receipt Number | Receipt Date | Amount Deposited |
|----------------|--------------|------------------|
| | | |

Note: Kindly attach copy of the Receipt with your grievance application Form.

**SHREEMATI NATHIBAI DAMODAR THACKERSEY
WOMEN'S UNIVERSITY**

1, Nathibai Thackersey Road, Mumbai - 400 020.

ACKNOWLEDGMENT

This is to acknowledge that, we have received one Grievance application from
Ms. /Mrs. /Mr. _____

to place his/her Grievance before the University Grievance committee as per the
provisions of section 79 of the Maharashtra Public Universities Act, 2016 along with
the following:

- 1) Duly filled Grievance Application Form
- 2) Application fees of Rs. _____ received through Cash/Cheque/ Demand draft/ NEFT

Note:

1. This acknowledgement should not be misinterpreted as acceptance of your grievance by the University Grievance Committee.
2. The fees paid along with the Grievance application form will be non-refundable irrespective of the acceptance or rejection of your application by the grievance committee.

Date:

Time:

Place:

Registrar

SNDT Women's university

Memorandum of
Procedure by
Grievance
Committee,
SNDT Women's
University

MEMORANDUM OF PROCEDURE BY GRIEVANCE COMMITTEE, SNDT WOMEN'S UNIVERSITY

Whereas in exercise of the powers conferred by Sub Section 2 of Section 1 of the Maharashtra Public Universities Act, 2016 (hereinafter referred to as the 'Said Act'); Government of Maharashtra has published the Said Act in the Maharashtra Government Gazette on January 11th, 2017, which came into force on March 1st, 2017 by repealing the Maharashtra Universities Act, 1994;

And

Whereas in exercise of the powers conferred by Section 79 of the Said Act, a Grievance Committee has been instituted to entertain and decide grievances or complaints relating to service of the employees, which are not within the jurisdiction of the University Tribunal;

And

Whereas the Said Act is silent on the procedure to be adopted by the duly constituted Grievance Committee in exercise of the powers granted to it by the Said Act;

Therefore, in order to maintain complete transparency in the entire exercise, to adhere to the principles of natural justice, fair play and to give reasonable opportunity of being heard to all parties, the members of the University Grievance Committee find it expedient to formulate its own procedure to regulate the proceedings before it interalia including:

Process to be followed by the Complainant

In case of an employee (teaching or non-teaching staff) having any Complaint / Grievance as per Section 79 (7) of the Maharashtra Public Universities Act, 2016, following procedure is to be followed:

1. Step 1:

- a. The Complaint / Grievance will have to be routed to the University Grievance Committee through a proper channel.
- b. Pre-stage: In case of a college, 'Head of the Institution' shall be the 'first authority' to be contacted by the aggrieved person for redressal of his/her Complaint / Grievance through a written complaint.
- c. In case of a Complaint / Grievance against the University, the 'Registrar' of the University shall be the 'first authority' to be contacted by the aggrieved person for redressal of his/her Complaint / Grievance through a written complaint.
- d. Written Complaint to be filed within 3 months from the date of incident or within 3 months of accrual of cause of action, whichever is later.

2. Step 2:

- a. In case there is no response from the 'first authority' within 15 days of submission of the written complaint, or;
- b. If the Complainant is aggrieved by the decision of the 'first authority', then the aggrieved person may file the complaint / grievance before the University Grievance Committee.

Language of the Committee

3. Language of the University Grievance Committee shall be Marathi and / or English.

How to file a Complaint with Grievance Committee?

4. The Complaint / Grievance shall be submitted before the University Grievance Committee through the Registrar of the University in a format as per Annexure 1 inter alia including the following points:
 - a. Details of the Complainant – name, address, mobile number, email id, employee code, designation, department, institute connected with.

- b. Details of the Adversary – name, address, mobile number, email id, employee code, designation, department, institute connected with.
 - c. Facts of the case.
 - d. Relevant Rules / Sections from the said Act, Notifications / Circulars of the University, if any, relevant to the grievance / complaint be quoted.
 - e. Copy of correspondence exchanged with ‘first authority’.
 - f. Reliefs sought in view of the facts mentioned.
 - g. Verification: The Complaint / Grievance shall be duly self-verified as per Annexure 1.
5. The Complaint / Grievance can be filed in any of the following languages – Marathi or English.
6. Minimum 2 sets of the Complaint / Grievance shall be submitted to the University Grievance Committee.
7. The Complaint will need to be accompanied by a fee as follows:
- a. Fee for Teaching / Non-teaching staff (Class I) – Rs 1,000/-
 - b. Fee for Teaching / Non-teaching staff (Class II) – Rs 500/-
 - c. Fee for Teaching / Non-teaching staff (Class III & IV) – Rs 300/-
8. The Registrar (or the duly authorised person) of the University shall provide an acknowledgment of the Complaint / Grievance received.
9. The person who is a party to any proceedings before the University Grievance Committee shall appear in person (in case of the said University, through its duly nominated person) before the University Grievance Committee as and when, if required.

Procedure for Admission

10. On receipt of the Complaint / Grievance, the Registrar (or duly authorised person), at the first instance, shall scrutinize it as early as possible, but not later than 4 days. If any deficiency is noticed, the complainant shall be asked to rectify the same within 7 days of the intimation given.
11. Thereafter, the Registrar (or duly authorised person) shall place the Grievance / Complaint before the University Grievance Committee.
12. On receipt of the Complaint / Grievance, the University Grievance Committee shall decide whether to admit it or summarily reject it, and on rejection reasons for the same shall be communicated to the complainant / person who submitted the Complaint / Grievance.
13. The University Grievance Committee shall adhere to the prescribed period to dispose off the Complaint / Grievance as per the provisions of Section 79 (6) of the said Act.

Procedure to be followed by the University Grievance Committee on admission

14. One copy of the Complaint / Grievance received shall be served to the adversary within 5 days of receipt of the Complaint / Grievance.
15. The adversary shall be given 15 days to submit his / her written statement in response to the Complaint / Grievance filed against him / her.
16. 2 sets of written statement shall be submitted to the University Grievance Committee by the adversary.
17. On receipt of the written statement from the adversary, 1 copy of the written statement shall be served on the Complainant within 5 days of the receipt of the same.
18. The documents, if any, be submitted by both the parties on the date of the first hearing.
19. The first hearing of the case shall be summoned within 10 days of service of the written statement on the Complainant.

20. Hearing of both the parties will be 'in-camera' proceedings, i.e., no party other than the parties to the proceedings shall be allowed to remain present or participate except with due permission of the University Grievance Committee.
21. Parties to submit their respective evidence, if any, on Affidavit.
22. The University Grievance Committee in its discretion may allow oral evidence which shall be recorded in Memorandum Form either in Marathi and / or English.
23. The University Grievance Committee in its discretion may call for any document, record from the parties to the proceedings or the University including its Departments.
24. On completion of the Evidence stage, both parties shall be asked to submit their written briefs (arguments), if any, in a time fixed by the University Grievance Committee.
25. The University Grievance Committee, thereafter, shall proceed to record its report containing the decisions.
26. The report shall be forwarded to the Vice Chancellor of the University for consequent appropriate action, to implement the recommendations of the University Grievance Committee.
27. Copies of the report shall be submitted to both the parties.

Service of Notice / Summons / Communication, etc.

28. Notice / Summons / Communication, etc. to be served on the party to the proceedings / other person by hand delivery or by registered post acknowledgment due or by Speed Post or through electronic media, e.g., E-mail on the address given in the Complaint / Grievance and / or supplied by the party and / or as per office record of the University / Department / College.

Limitation to dispose of the complaint/Grievance

29. The University Grievance Committee shall adhere to the prescribed period to dispose off the Complaint / Grievance as per the provisions of Section 79 (6) of the said Act.

Place of sitting of the Grievance Committee

30. The sittings of the University Grievance Committee shall normally be at the Head Quarter of the University at Churchgate, Mumbai: 400020. However the chairperson may, if the circumstances so warranted and/or taking into consideration convenience of all concerned, may direct to hold the sitting at any other place.

Quorum

31. In a meeting / sitting of the University Grievance Committee, there shall be a quorum of at least three members and the Chairperson.

Powers to correct / rectify the errors in the report containing decision of the University Grievance Committee

32. The University Grievance Committee has inherent powers to rectify any arithmetical / clerical / typographical errors in the report.

Right to modify, etc.

33. The University Grievance Committee reserves its right to add / modify the Memorandum of Procedure.

--END--

UGC Guidelines

Step by Step


Guide On

How To Fill An
Online Anti Ragging
Undertaking
on

<https://antiragging.in>

Click here to enter the form.

ANTI RAGGING



सत्यमेव जयते



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Total Complaints Status (18-Apr-2012 To 09-Sep-2021)

| | |
|-----------------------------------------|------|
| Total Complaints Received: | 5935 |
| Complaints Closed: | 5823 |
| Complaints Active In Call Center: | 90 |
| Complaints Active In Monitoring Agency: | 0 |
| Complaints Active In UGC: | 22 |

Undertaking Uploaded

| | |
|---------------------|-----------------|
| Antiragging.in | 6390779 |
| Amanmovement.org | 4064773 |
| Grand Total: | 10455552 |

Follow us on  

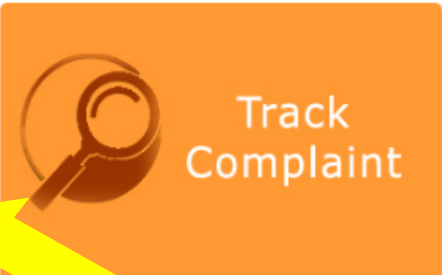

ABOUT US


Ragging has ruined countless innocent lives and careers. In order to eradicate it, Hon'ble Supreme Court in Civil Appeal No. 887 of 2009, passed the judgement wherein guidelines were issued for setting up of a Central Crisis Hotline and Anti-Ragging database.

In accordance with the orders, UGC (University Grants Commission), Govt. of India has developed this web portal.


[Know more](#)

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ANTI RAGGING UNDERTAKING BY STUDENTS AND PARENTS/GUARDIANS

TO BE FILLED BY A STUDENT

Fields marked with * are compulsory.



- If you do not have an E mail address please create one before you fill in this form.
- If your mother or father or guardian does not have a phone or a mobile phone or email then please give the numbers /email of their friends or relations or neighbors.
- If you do not have a mobile number, then please give the mobile number of your friend in the college.

After filling this form successfully you will receive the Student's Anti Ragging Undertaking and the Parents Anti Ragging Undertaking in your Email. Please forward that Email to your college Authority.

[Step By Step Guide On How To Fill An Online Anti Ragging Undertaking ?](#)


Next

National Anti Ragging Help Line (UGC Crisis Hotline)
24x7 Toll Free Number* 1800-180-5522
(helpline@antiragging.in)

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Fill the Personal details here:

ANTI
RAGGING


श्री गुरुः शिष्यं

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ANTI RAGGING UNDERTAKING BY STUDENTS AND PARENTS/GUARDIANS

Fields marked with red* are compulsory.

Personal Details

Student's Family Name *

Enter your Family Name

Student's Middle Name

Enter your Middle Name

Student's First Name *

Enter your First Name

Gender *

☒ Male

☐ Female

Nationality *

Enter your Nationality

Student's Mobile Number*

+91

Enter your Mobile No.

Student's friends Mobile number in case of an emergency *

+91

Enter your Friend Mobile No.

Landline Number *

+91

Enter your Landline No.

Student's email ID *

Enter your Email ID

Confirm student's email ID *

Enter your Confirm Email ID

Permanent Address 1 *

Enter your Address1

Address 2

Enter your Address2

City *

Enter your City

State *

State

Fill the Parent or Guardian details here:

| Parent/Guardian Details | |
|-------------------------------|-------------------------------------------------------------|
| Parent/Guardian's name* | <div>- ▼</div> <div>Enter your Parent/Guardian's Name</div> |
| Parent/Guardian Address 1* | <div>Enter your Address1</div> |
| Address 2 | <div>Enter your Address2</div> |
| City * | <div>Enter your City</div> |
| State * | <div>State ▼</div> |
| Residence Phone No * | <div>+91</div> <div>Enter your Phone No.</div> |
| Mobile No of Parent/Guardian* | <div>+91</div> <div>Enter your Mobile No.</div> |
| Parent/Guardian's Email ID * | <div>Enter Email Address</div> |

Fill the College details here:

| College Details | |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| State in which the College is * | <div>State</div> |
| Is it a Professional College or a General College * | <div>Select</div> |
| Name of the College * | <div>Enter your College Name</div> |
| AISHE Code of the College * | <div></div> <div>Find AISHE Code</div> |
| Name of Affiliated University * | <div>Select</div> |
| It is Deemed University * | <div><input checked="" type="radio"/> Yes <input type="radio"/> No</div> |
| Director/Principal Family Name * | <div>Enter your Director/Principal Family Name</div> |
| Director/Principal First Name * | <div>-</div> <div>Enter your Director/Principal First Name</div> |
| Director/principal Gender * | <div><input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other</div> |
| College Phone No. 1 * | <div>+91</div> <div>Enter College Phone No.</div> |
| College Phone No. 2 | <div>+91</div> <div>Enter College Phone No.</div> |
| Nearest Police station Name and Address * | <div>Enter your Police Station Name and Address</div> |

Fill the Course details here:

Course Details

Under Graduate or Post Graduate *

Select

Name of the Course *

Enter your Course Name

Your Registration/Enrolment Number*

Enter your Registration No.

How many students are in your Class *

Enter Total Student in Your Class

Year of Study*

Select

Select

1

2

3

4

5

Other



Fields marked with red * are compulsory.

Next



National Anti Ragging Help Line (UGC Crisis Hotline)

24x7 Toll Free Number* 1800-180-5522

(helpline@antiragging.in)

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Total Visitors: 14301694

After filled all required fields, you need to click on Next button.

You need to check all the checkboxes then click on Submit Button.



The screenshot displays the 'ANTI RAGGING' website interface. At the top left is the 'ANTI RAGGING' logo, and at the top right is the UGC logo. Below the header is a blue bar with the text 'UGC REGULATIONS/UNDERTAKING'. The main content area contains a form with five checkboxes and their corresponding text:

- ☐ I confirm that I have read UGC's regulations on Ragging.(To read, click on the link: [ABSTRACT OF UGC REGULATIONS ON RAGGING](#))
- ☐ I confirm that I have read the Judgment of the Hon. Supreme Court on prevention of Ragging.(To read, click on the link: [SUMMARY OF THE JUDGMENT OF THE HON. SUPREME COURT](#))
- ☐ I promise that I will not indulge in Ragging or any form of violent behaviour. Neither will I tolerate being ragged or subjected to violence.
- ☐ I understand that if I am accused of Ragging, the responsibility is on me to prove that I am not guilty.
- ☐ I will not remain a spectator to acts of Ragging. I will report the matter immediately to my Principal/Director and/or to the Anti Ragging Help line at 1800 180 5522 or email to info@antiragging.in

Below the form is a blue 'Submit' button. At the bottom of the form area is a blue banner with the following text:

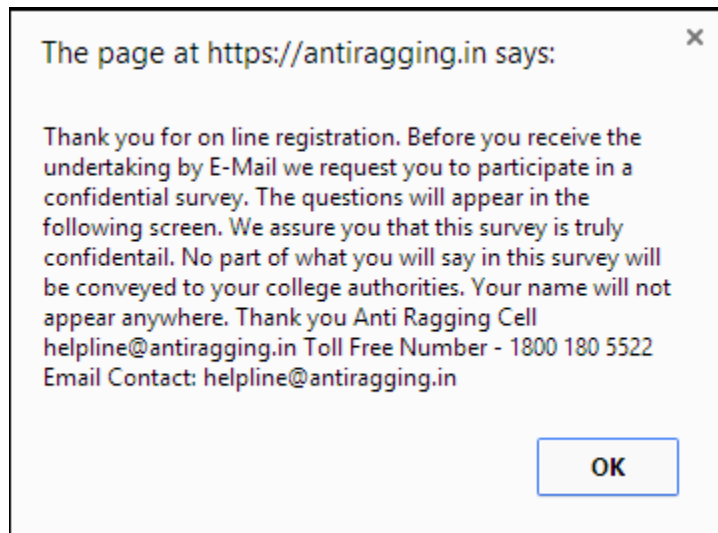
National Anti Ragging Help Line (UGC Crisis Hotline)
24x7 Toll Free Number* 1800-180-5522
(helpline@antiragging.in)

The footer of the website includes the following information:

- Copyright 2012. Site Developed by  &  PECS
- Follow us on  
- Total Visitors: 14306271

Thereafter, you need to click on Submit button.

This pop-up confirms that you have on line registered successfully and you have to fill the Confidential Survey also. Click on OK button, this will redirect on Confidential Survey form.



This is Confidential Survey. Please select one option for each question.

CONFIDENTIAL SURVEY

TO BE FILLED BY ALL STUDENTS.

Please answer the questions honestly and truthfully because no part of this survey will be made public and certainly no part of this survey will be conveyed to your college. This is absolutely confidential. Your college will only know whether you have participated in this survey or not?

All fields are compulsory.

1. Were you ever Ragged? *

☐ Yes ☐ No

2. Did you ever rag any body? *

☐ Yes ☐ No

3. What is the phone number of National Anti Ragging Help Line. *

4. Does ragging happen in your college? *

☐ None ☐ Mild ☐ Severe ☐ Very Severe


Please enter the string shown in the image

SSQKV6

Submit

This Page confirms that you have successfully submitted the form. Click Home button this will return the homepage of Anti-Ragging web portal (<https://antiragging.in>)

**ANTI
RAGGING**



[Home](#) [About Us](#) [Information](#) [Feedback](#) [FAQ's](#) [Links](#) [Contact Us](#) [Ragging Videos](#) [Undertaking Reports](#) [Compliance](#)

You are successfully register with following Detail

| | |
|--------------------|-------------|
| Your Reference No. | 2843112 |
| Your Name | Abc |
| Your Email Id | abc@abc.com |
| Your Mobile No. | 9999999999 |

Please note your details correctly. These details will used further for duplicate Undertaking/Affidavits

(Please note that the student will not receive pdf affidavits & he/she is not required to print & sign it as used to be the case earlier).

Antiragging Helpline Number : 18001805522
Antiragging Email ID : helpline@antiragging.in

Institutional Anti – Ragging Helpline

SHREEMATI NATHIBAI DAMODAR THACKERSEY WOMEN'S UNIVERSITY
NAAC ACCREDITED 'A' GRADE

Ragging is strictly prohibited in the college premises and outside students indulging in ragging will be punished as per the "MAHARASHTRA PROHIBITION OF RAGGING ACT, 1999" published in Maharashtra Govt. Gazette on 15th May 1999 and UGC's "CURBING THE MENACE OF RAGGING IN HIGHER EDUCATIONAL INSTITUTIONS" (THIRD AMENDMENT) REGULATIONS, 2016.

WHAT IS RAGGING? Any Act Resulting in:

- Mental/Physical/Sexual Abuse
- Verbal Abuse
- Indecent Behaviour
- Criminal
- Intimidation / Wrongful Restraint
- Undermining Human Dignity
- Financial Exploitation/Extortion
- Use of force

A STUDENT INDULGING IN RAGGING CAN BE:

- Expelled from the Institutions
- Banned from the hostel
- His / Her scholarship can be withdrawn
- Debarred from Examinations
- Denied admissions to any Institution
- Prosecuted for criminal action
- Face action of institution filling FIR with local police against those who rag/abet ragging

SAY NO TO RAGGING DON'T BE A MUTE SPECTATOR TO RAGGING REPORT RAGGING INCIDENTS IMMEDIATELY

For any complaints contacts follow Numbers in University:-

| | | |
|----------------------------------|--------------------------------------------|-------------------|
| Dr. Vilas Nandavadekar | Registrar, SNDT Women's University | 9833392052 |
| Dr. Nitin Prabhutendolkar | Dean of Student Development Welfare | 7304119151 |
| Dr. Shobha Gaikwad | Hostel In-Charge Churchgate Campus | 8104580049 |
| Dr. Madhavi Dharankar | Hostel In-Charge Juhu Campus | 9423553446 |
| Dr. Sheetal More | Hostel In-Charge Pune Campus | 9822552652 |

**You can also email your complaints on helpline@antiragging.in, anti-ragging@sndt.ac.in
Anti-Ragging Helpline No. 1800 -180-5522**

Report Ragging immediately – for any compliant contact following.

| | | |
|--------------------------------------------------------------------------|------------------------------------------------------------------------|--------------------------------------------------------|
| Dr. Sanjay Phad - 9773539597 Churchgate Campus Incharge | Mr. Rajesh Wankhede – 9822699936 Juhu Campus Incharge | Dr. Sheetal More Pune Campus Incharge |
|--------------------------------------------------------------------------|------------------------------------------------------------------------|--------------------------------------------------------|

Institution
Adoption Policy for
Redressal of
Student
Grievances
(Sexual Harassment and
Ragging cases)

Institution adoption Policy: Redressal of Student Grievances for Sexual Harassment and Ragging Cases

- 1. Implementation of guidelines of statutory/regulatory bodies*
- 2. Organization wide awareness and undertakings on policies with zero tolerance*

- **University Zero Tolerance Policy**

<https://sndt.ac.in/pdf/policies/zero-tolerance-policy.pdf>

- 3. Mechanisms for submission of online/offline students' grievances*

- **University Student Anti Ragging Committee (USARC)**

<https://sndt.ac.in/pdf/sndtwu-grievance/2023/constitute-the-university-student-anti-ragging-committee-usarc.pdf>

- **University Grievance Redressal Cell (UGRC)**

<https://sndt.ac.in/pdf/sndtwu-grievance/2023/constitution-of-university-grievance-redressal-cell-ugrc.pdf>

- **List of Members Of The Grievances Committee**

<https://sndt.ac.in/pdf/downloads/university-bodies/2023/list-of-members-of-the-grievances-committee.pdf>

- **Memorandum of Procedure by Grievance Committee**

<https://sndt.ac.in/pdf/sndtwu-grievance/2019/memorandum-of-procedure-by-grievance-committee.pdf>

- **Application Form to Place a Grievance Before the University Grievance Committee**

<https://sndt.ac.in/pdf/sndtwu-grievance/2019/application-form-for-grievance-submission.pdf>

- **List of Members of The Internal Complaints Committee (Icc)**

<https://sndt.ac.in/pdf/downloads/university-bodies/2023/list-of-members-of-the-internal-complaints-committee.pdf>

4. Timely redressal of the grievances through appropriate committees

- *E - Governance Policy*

<https://sndt.ac.in/pdf/policies/e-governance-policy.pdf>

- Students Council Policy

<https://sndt.ac.in/pdf/policies/students-council-policy.pdf>

Redressal of Grievances Related to COVID - 19 Pandemic



**SHREEMATI NATHIBAI DAMODAR THACKERSEY
WOMEN'S UNIVERSITY**
Pariksha Bhavan, Sir Vithaldas Thackersey Vidyavihar,
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Ref.No.:Exam./Covid-19/Gri.Cell/2020-21

Date:13.05.2020

NOTIFICATION

REDRESSAL OF GRIEVANCES RELATED TO COVID-19 PANDEMIC

Whereas, the University Grants Commission has issued the Guidelines on Examinations and Academic Calendar in view of COVID-19 pandemic on 29th April, 2020.

Whereas, the U.G.C. vide its Public Notice bearing No.F.I-1/2020(Secy) dated 10.05.2020 has requested the Universities to establish a Cell for handling grievances of the students related to examinations and other academic activities arising due to the Covid-19 pandemic and notify the same to the students.

Accordingly, the Hon'ble Vice-Chancellor of the S.N.D.T.Women's University, Mumbai, vide order dated 11.05.2020 has established the COVID-19 STUDENTS' GRIEVANCES CELL consisting of following officials for handling grievances of the students related to examinations and other academic activities arising due to the Covid-19 pandemic:

1. Dr. Anubha Khale, Convener
Dean, Faculty of Science and Technology.
2. Dr. Smriti Bhosle
In-Charge Dean, Faculty of Humanities.
3. Dr. Archana Bhatnagar
In-Charge Dean, Faculty of Inter - Disciplinary Studies.
4. Dr. Anand Jumale
In-Charge Dean, Faculty of Commerce and Management.
5. Dr. Subhash Waghmare, Member Secretary
Director, Board of Examinations and Evaluation.
6. Mr. Ajay Bhatia
Assistant Registrar, Examinations Section.

The students can lodge their grievances by e-mail on covid19@exam.sndt.ac.in

The Principals of the Colleges and the Heads of University Departments / Institutions are requested to bring this notification to the notice of students and teachers via e-mail and other digital media.

This notification is issued as per the express orders of the Hon'ble Vice-Chancellor of the University.

-Sd/-
(Dr. Subhash Waghmare)
Director,
Board of Examinations and Evaluation

To,

1. The Principals of affiliated and conducted Colleges,
2. The Directors of University Institutions,
3. The Heads of University Departments.

c.c.: For kind information to -

1. The Deputy Registrars,
2. The Assistant Registrars,
3. The Assistant Dean of the Students,
4. The P.A. to Vice-Chancellor,
5. The P.A. to Pro-Vice-Chancellor.

Grievance Redressal Mechanism (Students Council Election)



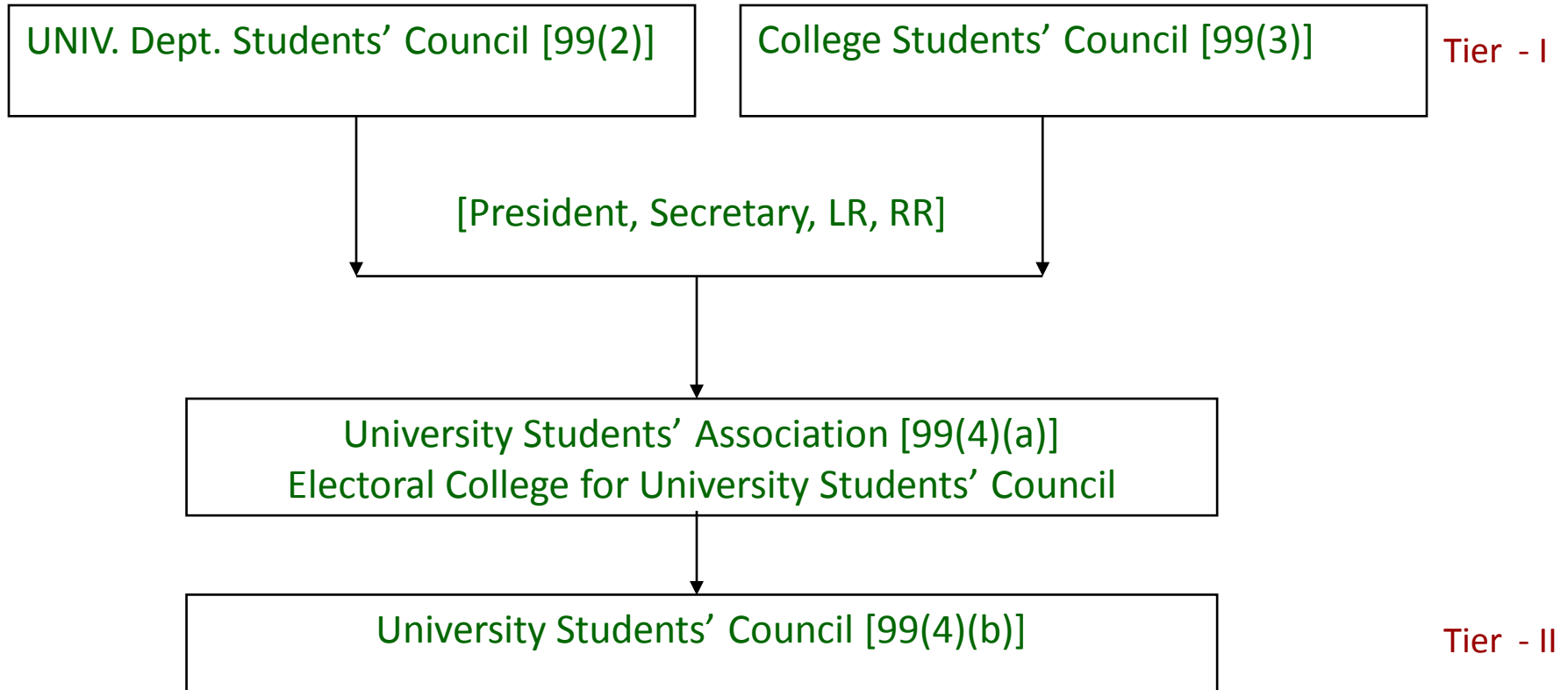
SNDT Women's University
STUDENTS COUNCIL ELECTION
Presentation for college/institutes and University
Departments

Dr. Nitin Pabhutendolkar,
Department of Student Development
Mrs.Chitra Lele,
University Election Officer

References

- **Order** (Procedure for Election, Authority for Conduct of Election, Mechanism for Conduct of Such Elections, Code of Conduct for Candidates and Election Administrators, and Grievances Redressal Mechanism in Respect of Election to Students' Council)
Published in Gazette on 26th October 2018
1. Uniform Statute Number 5 of 2018 Dt. 26 Oct 2018 – Maharashtra Public Universities (*functions and duties* of Students Council in University, Colleges and Recognized Institutions) Uniform Statute, 2018.
 2. Uniform Statute Number 6 of 2018 Dt. 26 Oct 2018 – Maharashtra Public Universities (*Procedure for conduct of business of meetings* of Students Council in University, Colleges and Recognized Institutions) Uniform Statute, 2018.
 3. Uniform Statute Number 7 of 2018 Dt. 26 Oct. 2018 – Maharashtra Public Universities (*Nomination of Students from National Service Scheme, National Cadet Corps, Sports and Cultural Activities on Students Council*)

Structure of Students' Councils



Authority for Election of Students' Council

- For College – Principal
- For Recognized Institution – Director
- University Department & University Students 'Council – Director, Students' Development
- It shall be the duty of all teaching and non-teaching staff of the college or institution or university to undertake any work, responsibility assigned by the Election Officer in the process of elections

Election Programme

- Will be declared by University uniformly to be followed
- Drawing lots for reservation for each college according to section 99(3)(d) of MPUA-2016
- University Department Students' Council and College Students' Council elections to be held on the **same date as per a common schedule**
- Minimum gap of **10 clear days** between official publication of University Students' Association and election of University Students' Council.

Voter for council

- For colleges – each year each division one CR
eg FYBA Eng Medium one division one CR , two division two CR one Each, Marathi Medium one CR, two then two
- For University Departments – one subject one unit eg MA Economics on DR includes both part I and II
- Voter list admitted students for full course till the last date of declaration decided by University
(diploma/certificate/distance/part time courses students not allowed)
- Publication of list of electoral college for (class and college) – Provisional and Final.
- Each voter **must** carry valid identity card of the College or Institution or University Department, as the case may be, at the time of voting
- E voter five votes (CR/DR and Prez, Sec, LR, RR)

Who shall vote for whom ?

| Sr. No. | Election for | Electoral College |
|---------|-----------------------------------|-------------------------------------------|
| 1 | President | All students |
| 2 | Secretary | All students |
| 3 | Lady Representative | All students |
| 4 | Reserved Representative | All students |
| 5 | Department / Class Representative | Students of respective Department / Class |

Eligibility to contest

- Full time regular student admitted for the full time approved course.
- Passed all heads in previous years without ATKT.
- Readmitted student not eligible.
- Upper age limit 25 years as on 30th September.
- For reserved category post– Valid Caste Certificate required at the time of filling of nomination.
- A student willing to contest election shall submit the nomination in the Form 'A' appended with this Order along with non-refundable fees of Rs. 50 per nomination form.

Disqualification

- Completed 7 academic years from the first entry to higher education.
- Has been punished by the competent authority for indulging in unfair means in any university exam or for committing any misconduct.
- Convicted for an offence involving moral turpitude.

College Students Council : Section 99(3)

Composition

- (a) President, elected by an electoral college consisting of students who are engaged in full time studies in that college ;
- (b) Secretary, elected by an electoral college consisting of students who are engaged in full time studies in that college ;
- (c) one lady representative, elected by an electoral college consisting of students who are engaged in full time studies in that college ;
- (d) one representative belonging to Scheduled Castes or Scheduled Tribes or e-notified Tribes (Vimukta-Jatis) or Nomadic Tribes or Other Backward Classes, by rotation, elected by an electoral college consisting of students who are engaged in full time studies in that college:

Provided that the University shall decide the category of reservation for each college for the purpose of this clause by drawing lots;

ctd...

College Students Council : Section 99(3)
Composition

- (e) one student from each class, elected by an electoral college consisting of students who are engaged in full time studies in that class; **CR**
- (f) one student each from (a) National Service Scheme, (b) National Cadet Corps, (c) Sports and (d) Cultural activities, nominated by the Principal from the students who are engaged in National Service Scheme, National Cadet Corps, Sports and Cultural activities, respectively, on the basis of prescribed criteria ; **[Uniform Statute Number 7] BY NOMINATION BY PRINCIPAL**
- (g) one senior teacher as coordinator of the Students' Council appointed by the principal of the college and Director, Sports and Physical Education, NSS Programme Officer and NCC Officer as permanent invitees.

Procedure of Election

- College – A teacher to be nominated as Election Officer by the Principal or Director.
- University – A teacher to be nominated as Election Officer by Director, Students' Development in consultation with PVC
- Election officer as per need may appoint polling officers, counting officers and other required staff for conduct of election

Procedure of Election

- **Voting by ballot.** Ballot paper shall mention names in alphabetical order beginning with surnames.
- Separate ballot boxes for Class Representative, President, Secretary, Lady Representative and Reserved Category Representative.
- A candidate cannot contest election for **more than one position** at a time.
- The election for University Department Students' Council and College Students' Council shall be held in accordance with the principle of **simple majority votes**.
- The counting of votes and declaration of results shall be completed on the **same day of voting** in case of University Departments Students' Council and College Students' Council

Procedure of Election

- Rally, public meeting, public procession banned.
- Use of public vehicle not allowed.
- No panel for election.
- No use of Political symbol, religious symbol.
- Expenditure limit CR/DR Rs.1000, for
- office bearer (P, S, LR, RR) Rs.5000.
- Allocate place to display information of candidate.

Grievance Redressal Mechanism.

- An aggrieved student or candidate may prefer an application for grievance redressal to the Grievance Redressal Authority against the decision of Election Officer during the process of election.
- Such application can be preferred within a period of **forty-eight hours** from the occurrence of the alleged grievance
 - (a) **Principal of College or Director of Institution** in case of disputes or grievances related to election of Class Representatives, President, Secretary, Lady Representative and Representative of Reserved Category in the College or Institution.
 - (b) **The Pro-Vice-Chancellor** of the university in case of disputes or grievances related to election of Department Representatives, President, Secretary, Lady Representative, Representative of Reserved Category in the University Department Students' Council and the University Students' Council.
- The decision of the Grievance Redressal Authority shall be **final and binding** on the parties concerned.