



Oriental Education Society's
ORIENTAL COLLEGE OF EDUCATION
(Affiliated to University of Mumbai and Recognised by NCTE)
Sector No.2, Plot NO.3,4,5, Near Sanpada Railway Station, Sanpada (W),
Navi Mumbai - 400705.

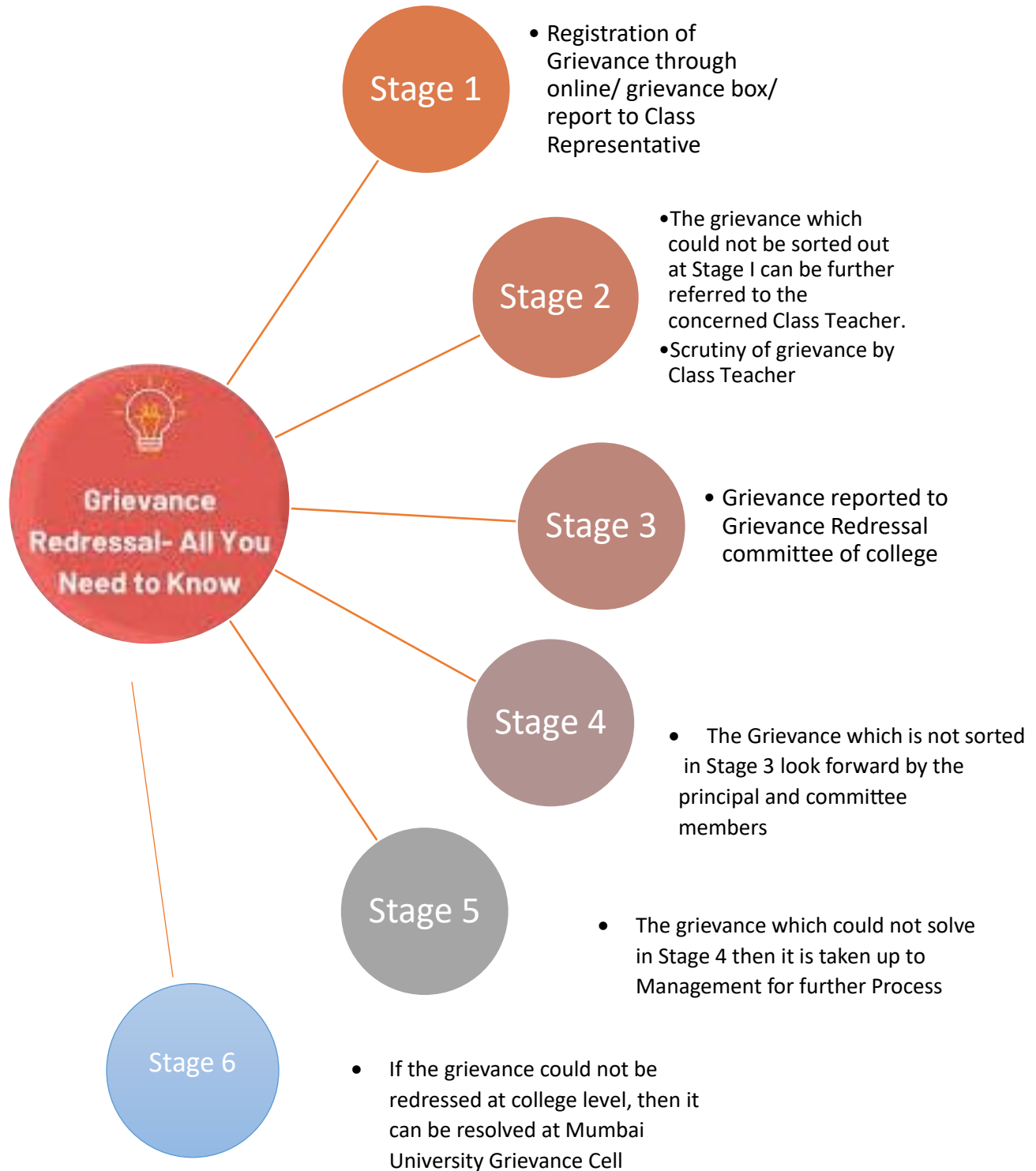
5.1.3 Institutional Guidelines for students Grievance redressal

Oriental College of Education has grievance redressal by aim of to look into the grievance given by staff and students to resolve in fair and transparency manner. The cell also aims to enhance overall student satisfaction by resolving issues promptly and effectively, creating a supportive and responsive educational environment.

General Guidelines:

1. Staff and students can put forth their grievances in **writing or online** to the Principal/Class Teacher.
2. Grievances can be **teaching- learning activities, infrastructure, evaluation, services offered in the college, ragging or harassment of any kind.**
3. **Grievances related to Examination** will be addressed by the faculty and the Examination In charge.
4. The **principal and the Teacher Representative** will handle complaints pertaining to facilities or services regarding infrastructure and library.
5. Students can use of the **suggestion/complaints box.**
6. A committee will handle complaints about **ragging or sexual harassment.** In such a situation, the committee can suggest taking **legal action against the offender.** The complainant will present their grievance along with the necessary **supporting documentation.**

Procedure of Grievance committee



Composition of Grievance cell of college

Sr. no.	Committee	Names of Member
1.	Principal	Dr. Sangeeta Nath
2.	Management Representative	Mr. Wasim. J. Khan
3.	Teacher Representative	Ms. Tejal Nikam Dr. Gorakh Bhagat
4.	Student Representative	Ms. Somya Gururani Ms. Bhairavi

Process for addressing Grievance

- Actions made in response to the seriousness of the situation in order to address the problems encountered by student instructors within a specified time period of **7 days or less**.
- The teacher educators on the Committee will notify the principal as soon as they receive a complaint.
- The Principal will move to resolve the concerns while upholding the institution's ethos at this point, depending on the nature of the complaint and the seriousness of its potential impact.

Offline Provision for Submission of Grievance

Suggestion Box is installed on Ground floor for students grievance.

Online Google form link for Grievance:

<https://forms.gle/r98jRp7VKWJX4r1F9>