



आदिवासी शैक्षणिक संशोधन संस्था, सडक/अर्जुनी जि. गोंदिया द्वारा संचालित

एस. चंद्रा महिला महाविद्यालय आमगाव जि. गोंदिया

(कला व गृह-विज्ञान विद्याशाखा)

Accredited with "B" Grade by NAAC Banguluru

राष्ट्रसंत तुकडोजी महाराज नागपूर विद्यापीठ, नागपूर संलग्नित

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The Student Grievance Redressal Committee (SGRC) and the designated Ombudsperson at S. Chandra Mahila Mahavidyalaya, Amgaon operate under the regulatory mandates of the University Grants Commission (UGC) and Rashtrasant Tukadoji Maharaj Nagpur University (RTMNU).

The structural overview, objectives, and official channels established to address student grievances within the institution are detailed below:

Student Grievance Redressal Committee (SGRC)

The SGRC acts as the primary institutional layer responsible for receiving, evaluating, and resolving student complaints.

- **Core Purpose:** To provide a transparent, fair, and hassle-free mechanism for resolving academic, administrative, and personal grievances among enrolled and prospective students.
- **Key Objectives:**
 - To uphold an open environment where female students can express concerns with absolute **anonymity and confidentiality**.
 - To ensure rapid, time-bound, and impartial resolution of complaints.
 - To document the grievance lifecycle and implement systemic adjustments to mitigate future issues.
- **Scope of Grievances Covered:**
 - Academic concerns (evaluations, curriculum delivery, timetables).
 - Administrative issues (admissions, fee structures, documentation processing).
 - Campus facilities (library resources, sports infrastructure, sanitary utilities).

Note: Critical issues concerning safety are jointly managed with specialized divisions, such as the Internal Complaints Committee (ICC) for sexual harassment and the Anti-Ragging Committee.

The University Ombudsperson

For grievances that are not resolved to the student's satisfaction by the institutional SGRC, an escalation pathway is provided.

- **Role:** The Ombudsperson serves as an independent, high-level adjudicator appointed under the university framework (RTMNU).
- **Jurisdiction:** Students can formally file an appeal to the Ombudsperson if the college SGRC fails to provide a resolution within the stipulated timeframe or if the student seeks to challenge the SGRC's final decision.

Grievance Registration Procedure

The institution supports a dual submission pipeline to ensure maximum accessibility for its student body:

1. **Offline Mode:** Students can draft a written complaint detailing the specific incident, dates, and requested relief, and deposit it directly into the physical **Grievance/Suggestion Box** stationed on the college premises.
2. **Online Mode:** Submissions can be dispatched electronically via the institution's contact desk.

📞 Official Institutional Contacts

For filing urgent grievances, tracking pending complaints, or contacting committee representatives, students can connect via the official administrative desks:

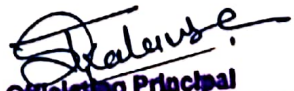
Student Grievance Redressal Committee (SGRC) Office

Nodal Officer Contact

- **Coordinator:** Prof. Diksha R. Badole
- **Mobile Number:** +91 89990 62684
- **Official Email:** dikshabadole14@gmail.com

Institutional Communication Desk

- **Postal Address:** Canal Road, Amgaon, District: Gondia, Maharashtra – 441902.
- **Helpline Support:** +91 75079 37637 | +91 72766 28312
- **Email:** scmmamgaon600@gmail.com


Officiating Principal
S. Chandra Mahila Mahavidyalaya
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