



ORIENTAL EDUCATION SOCIETY'S
ORIENTAL COLLEGE OF LAW
(Affiliated to university of Mumbai and approved by Bar council of India)
Aff-I/ICD/2014-15/1959- Bar council: BCI: D: 793/2014 (L.E.)

Student Grievance Redressal Committee

Academic Session (2023-24)

Oriental College of Law, Sanpada has constituted the Student Grievance Redressal Committee as per University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 with an object to address and resolve various grievances of the students related to academic, financial matters, health services, library and other central services. The College has a zero tolerance policy for timely Redressal of grievances of the students.

Objectives:

- To comply with the provisions of the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.
- To uphold the dignity of the College by ensuring strife free atmosphere in the College through promotion of cordial relationship amongst Students and Student- teacher relationship etc.
- To provide responsive, accountable and easily accessible machinery for settlement of grievances and to take measures in the college undertakings to ensure expeditious settlement of grievances of Students in order to maintain a harmonious educational atmosphere in the institute.
- It is to deal with the complex situations in a tactful manner to lessen the condition felt to be oppressive or dissatisfied.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the Students to refrain from inciting Students against other Students, teachers and College administration.
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.



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- To support, those students who have been deprived of the services offered by the College, for which he/she is entitled.
- To make officials of the College responsive, accountable and courteous in dealing with the students.
- To ensure effective solution to the student's grievances with an impartial and fair approach

Scope of the Grievance Redressal Committee

- The grievance committee shall consider only individual grievances of specific nature of the students. The grievance committee shall not consider any grievance of general applicability or of collective nature or put forwarded collectively by more than one student.
- The students approach the Committee for their grievances regarding academic matters, financial matters, health services, library and other central services.

Definition of 'Grievance' as per University Grants Commission (Redressal of Grievances of Students) Regulations, 2023:

“Grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

- Admission contrary to merit determined in accordance with the declared admission policy of the institution;
- Irregularity in the process under the declared admission policy of the institution;
- Refusal to admit in accordance with the declared admission policy of the institution;
- Non-publication of prospectus by the institution, in accordance with the provisions of these regulations;
- Publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;



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- Withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- Demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- Violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- Non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
- Delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
- Failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
- Non-transparent or unfair practices adopted by the institution for the evaluation of students;
- Delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Commission;
- Complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
- Denial of quality education as promised at the time of admission or required to be provided; and



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- Harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.
- Any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution;
- Any action initiated/taken contrary to the regulations and/or the regulatory body concerned.

How to file a complaint?

- The student may file a complaint on online portal of the institute. Grievances may also be sent through e-mail to clerk@ocl.edu.in or can contact any member on below mentioned email addresses.
- On receipt of an online complaint, the institution shall refer the complaint to the Student Grievance Redressal Committee.
- On receipt of the complaint, the committee shall conduct inquiry and submit the report with recommendations to head of the institute and a copy thereof to aggrieved student within 15 days from the date of receipt of the complaint.
- Aggrieved student if not satisfied with the decision of the committee may file an appeal to Principal (Appellate Authority) within 10 days from the date of decision of the committee to seek a relief.



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Composition (Academic Year: 2023-024)

Sr. No.	Name	Designation	Contact Details
1.	Prof. Rupali Shyam Jamode	Chairperson	Principal@ocl.edu.in 9326390792
2.	Prof. Nuruddin khan	Member	Nuruddin.khan@ocl.edu.in 8097559135
3.	Prof. Sandeep Bala	Member	Sandeep.bala@ocl.edu.in 8850759890
4.	Prof. Fasihur Rahman	Member	Fasihur.rahman@ocl.edu.in 7384390520

Principal