



# SANDRA SHROFF COLLEGE OF NURSING

Recognized by INC, GNC & affiliated to Veer Narmad South Gujarat University-Surat  
Plot No. 334, 335, 336 & 338, Near Haria L.G. Rotary Hospital Campus, GIDC, Vapi - 396195. Gujarat, India  
Mobile No: +91-6357647901, +91-6357647902 E. [info@sscnavapi.org](mailto:info@sscnavapi.org)

## GRIEVANCE REDRESSAL COMMITTEE 2025-26

### INTRODUCTION:

The Grievance Redressal Cell (GRC) at Sandra Shroff College of Nursing (SSCN), Vapi functions as a dedicated forum to address and resolve concerns raised by students, faculty, staff, and other stakeholders associated with the institution. The GRC is committed to nurturing a culture of fairness, transparency, and accountability while ensuring that every individual's issues are heard and resolved promptly.

These guidelines provide a structured framework for reporting, addressing, and resolving grievances in an ethical and unbiased manner. Grounded in the principles of openness, responsibility, and inclusiveness, they are aligned with the UGC (University Grants Commission) Redressal of Grievances of Students Regulations, 2023 to ensure a just and impartial resolution process. The document aims to promote trust, respect, and ethical responsibility within the institution. Through its effective implementation, the GRC seeks to uphold institutional values and strengthen confidence among all members of SSCN, Vapi.

### DEFINITION:

The Grievance Redressal Cell (GRC) is an autonomous body established to examine and resolve grievances submitted by stakeholders—including students, faculty, and staff—in a fair, transparent, and time-bound manner. It acts as a mechanism to guarantee impartial handling of issues while maintaining confidentiality and fostering an atmosphere of trust, accountability, and ethical responsibility within the institution.

Key definitions are as follows:

**Grievance:** Any concern, complaint, or issue expressed by an individual regarding unfair treatment, harassment, discrimination, or violation of institutional rules/policies.

**Complainant:** The person submitting a grievance.

**Respondent:** The individual or body against whom a grievance is filed.

**Internal Committee (IC):** The designated authority responsible for examining and addressing grievances as per institutional norms.



  
Dr. Anita Nawale  
I/C. Principal  
S.S.C.N. VAPI



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## AIMS:

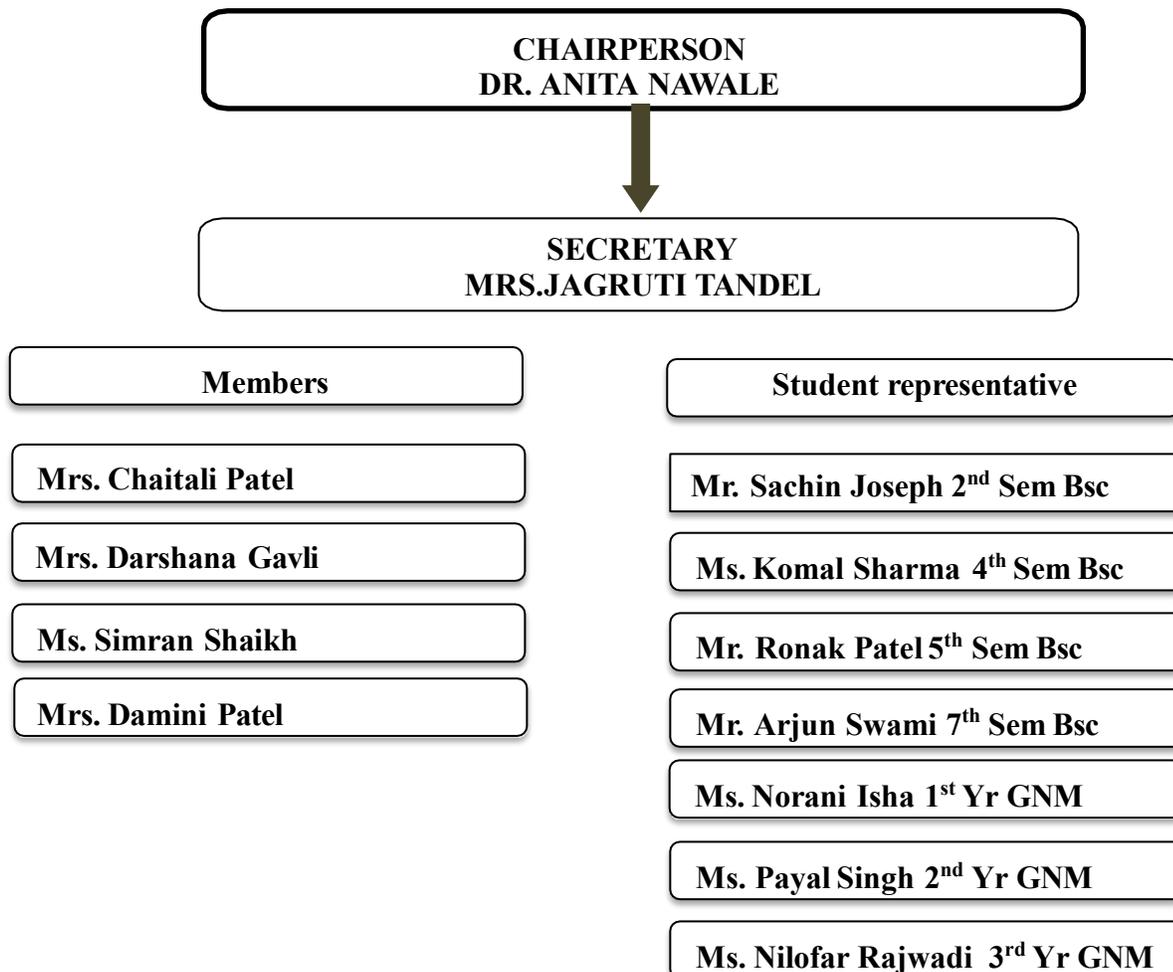
- To ensure a fair, respectful, and supportive environment for all students.
- To address and resolve complaints and grievances in a timely and confidential manner.
- To promote communication and understanding between students, faculty, and administration.

## PURPOSE:

The objectives of these guidelines are to:

- Establish a secure and confidential channel for lodging grievances and concerns.
- Foster transparency, accountability, and ethical conduct within the institution.
- Guarantee that all grievances are addressed impartially, fairly, and within a reasonable timeframe.
- Safeguard individuals who raise grievances from retaliation, victimization, or discrimination.
- Encourage a positive institutional culture where all members feel respected, valued, and supported.

## GRIEVANCE COMMITTEE





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## APPOINTMENT, TENURE

### Appointment of Members

- The Grievance Redressal Cell shall be constituted by the Head of the Institution.
- The Cell shall consist of:

1. **Chairperson** – Dr. Anita Nawale
2. **Secretary**- Mrs. Jagruti Tandel
3. **Faculty Representatives** – Mrs. Chaitali patel  
Mrs. Darshana gavli  
Ms. Simran Shaikh  
Mrs. Damini Patel

#### 4. Student Representative –

Mr. Sachin Joseph 2<sup>nd</sup> Sem Bsc  
Ms. Komal Sharma 4<sup>th</sup> Sem Bsc  
Mr. Ronak Patel 5<sup>th</sup> Sem Bsc  
Mr. Arjun Swami 7<sup>th</sup> Sem Bsc  
Ms. Norani Isha 1<sup>st</sup> Yr GNM  
Ms. Payal Singh 2<sup>nd</sup> Yr GNM  
Ms. Nilofar Rajwadi 3<sup>rd</sup> Yr GNM

### Tenure of Members

- The tenure of each member shall be **two 2 years** from the date of appointment.
- Student representatives shall have a **one 1 year tenure** to ensure wider participation.

### SOP for Redressal

- **1: Submission** – Grievance filed in writing (form or drop box) with details and supporting documents, Reports must include issue details, involved individuals, dates, and evidence and relief sought.
- **2: Acknowledgment** – Complaint acknowledged within 24 hours.
- **3: Inquiry** – Committee investigates through fact-finding, discussions, and review of documents.
- **4: Decision** – Resolution is given within a fixed timeline. Actions may include corrective measures, policy changes, or disciplinary steps.



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## MEETING PROCEDURE

### Frequency of Meetings

- The Grievance Redressal Cell shall meet at least once in 6 months or as and when required depending upon the number/urgency of grievances received.
- Emergency meetings may be convened by the Chairperson/Secretary on short notice if an issue requires immediate attention.

### Notice of Meeting

- A **written notice** of the meeting, along with the agenda, shall be circulated to all members at least **3 days prior** to the scheduled date.

**Quorum:** At least 50% of members, including the Chairperson, must be present.

### Agenda of the Meeting

The agenda shall generally include:

1. Confirmation of minutes of the previous meeting.
2. Review of grievances received since the last meeting.
3. Discussion on actions taken regarding previously addressed grievances.
4. Hearing of new grievances submitted by students, faculty, or staff.
5. Recommendations and resolutions.

### Recording of Minutes

- Minutes of each meeting shall be recorded by the **Member Secretary**.
- The minutes shall include details of grievances discussed, deliberations, resolutions passed, and follow-up actions.
- Approved minutes shall be circulated to all members within **5 working days** of the meeting.

### Conditions of Service

- Members are expected to maintain confidentiality, impartiality, and integrity in all proceedings.
- All decisions taken shall be collective and not in an individual capacity.

### Student-Staff Focus:

- a) Grievance Redressal Cell should not only seek to redress Grievances but also to avoid them.
- b) The SSCN shall endeavor to improve service through constant interactions with the students and staff to elicit their views on academic and administrative standards, and to seek their suggestions for improvement.



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- c) At least one meeting per year shall be held to offer opinions and suggestions on Student/staff academic and administrative standards and services.
- d) The SSCN shall take all efforts to abide by and enforce UGC regulations in all its operations.
- e) The SSCN shall also abide by the Code of conduct approved by the SSCN.
- f) All efforts shall be made to leverage Information Technology for providing an easy platform to the students and staff to lodge grievances, to track the status of grievances, to enlighten them on claims procedures, to provide access to information on whom to contact and to enhance academic and administrative standards and services.

## Grievances' may include the following complaints of the aggrieved students namely:

- Academic related issues such as incomplete syllabus, unfair evaluation, Clinical facilities, Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar.
- Facilities related issues such as washroom, water facilities, Library, Transportation, Infrastructure issues etc.
- Administrative related issues such as scholarships, examination forms etc.
- Any other issue within SSCN campus
- Irregularity in the admission process adopted by the institute.

## Roles and Responsibilities

- The Committee will address grievances of students, teachers, and staff.
- Complaints may be submitted to the Grievance Box or through letter to Secretary Of grievance cell committee, who will forward them to the Chairperson.

## Grievance Reporting System

- Grievances may be submitted through multiple channels – forms or complaint boxes.
- Anonymous complaints may also be accepted if sufficient details are provided.
- Acknowledgment of grievance will be given within **24 hours**.
- Simple issues will be resolved within **7 days**, while complex matters may take **14–30 days**.
- Clear escalation mechanisms will be available for unresolved issues.
- Any misuse of the grievance system will attract disciplinary action.
- The mechanism will be accessible to all, including persons with disabilities.
- Progress updates and feedback will be shared with complainants.

## Disciplinary Measures

- **For valid complaints:** Warning, fine, or expulsion (in severe cases).
- **For minor issues:** Counselling, mediation, apology, or corrective steps.
- **For false/misleading complaints:** Disciplinary action against the complainant.



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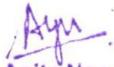
## Awareness & Communication

- Awareness sessions will be organized for staff and students.
- Updated grievance details and contacts will be available on the college website.

## Continuous Improvement

- Feedback from grievances will be used to improve policies.
- Annual surveys will assess the system's effectiveness.
- The process will ensure fairness, accountability, and inclusivity for all.



  
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