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Government of Maharashtra

महाराष्ट्र शासन

Government Law College

शासकीय विधी महाविद्यालय

ISO 21001 : 2018

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Establishment of SC/ST Grievance Redressal Mechanism

Government Law College, Mumbai

What is a Grievance Redressal Mechanism?

Under the UGC's 1998 Guidelines for SC/ST Cells, grievance redressal refers to the Cell's role in receiving and addressing complaints from SC/ST students relating to admission, scholarships and fee concessions, academic support such as remedial coaching, and discrimination or harassment on caste grounds. The Cell acts as the first point of contact for such grievances and takes them up with the college administration for timely resolution. We maintain a firm zero-tolerance policy against caste discrimination, systemic bias, and social exclusion.

In strict compliance with UGC guidelines:

1. **CONFIDENTIALITY:** The identity of any aggrieved student, witness, or third-party complainant submitting a grievance regarding discrimination or harassment shall be kept strictly confidential.
2. **NON-VICTIMISATION:** Any act of victimisation, threat, harassment, or retaliation against a student for filing a complaint or participating in an inquiry is strictly prohibited and shall trigger immediate disciplinary and legal proceedings.

Anti discrimination guidelines/policies

In accordance with the statutory framework of the UGC and the University of Mumbai, the anti-discrimination guidelines observed at Government Law College, Mumbai are detailed below:

- 1) The College strictly prohibits discrimination against students during admissions by following official reservation policies, maintaining transparent application processes, and never charging excess fees or withholding original documents. Furthermore, all enrolled SC/ST and backward-class students are guaranteed equal access to academic benefits, training opportunities, and course resources.

- 2) The College strictly prohibits all staff, faculty, and authorities from harassing, victimizing, or profiling any student by publicly calling out their caste, tribe, religion, region, or reserved status in classrooms, or by attributing their academic performance to their social background.
- 3) Additionally, the College guarantees equal treatment for every student, forbidding any segregation or discrimination in faculty meeting times, laboratory work, reading room seating, library services, or sports facility usage.
- 4) The College guarantees fair and unbiased paper evaluation for all students, strictly forbidding improper grading based on social background or identity.
- 5) Equal access to all fellowship opportunities and scholarship related information is ensured for every eligible student. To maintain this equity, the College prevents any intentional suppression, stoppage, or delay of student financial aid.
- 6) All campus facilities—including hostels, canteens, reading rooms, and recreational spaces are completely integrated and open to every student. The College guarantees a safe, inclusive environment by strictly preventing targeted exclusion from cultural and sports facilities.
- 7) The College has established an “Equal Opportunity Cell”/ “SC/ST Cell” and a dedicated Student Grievance Redressal Committee (SGRC) to safeguard the rights and welfare of all students. Guided by an Anti-Discrimination Officer (ADO), these administrative bodies work in tandem to provide accessible grievance redressal.
- 8) Constitutional safeguards and state-mandated protective measures for SC/ST students are strictly implemented across all college operations. The institution actively upholds these legal frameworks to ensure total equity, safety, and empowerment for underrepresented communities.

Key Definitions

- 1) **“Discrimination”** means any distinction, exclusion, limitation or preference which has the purpose or effect of nullifying or impairing equality of treatment in education and in particular
 - i) of depriving a student or a group of students based on caste, creed, religion, language, ethnicity, gender, or disability of access to education of any type or at any level;
 - ii) of imposing conditions on any student or group of students which are incompatible with the dignity of a human; and iii) of subjecting to the provision of establishing or

maintaining separate educational systems or institutions for students or groups of students. based on caste, creed, religion, language, ethnicity, gender and disabilities

iii) subject to the provision of establishing or maintaining separate educational systems or institutions for students or groups of students based on caste, creed, religion, language, ethnicity, gender and disabilities.

- 2) **"Harassment"** means unwanted conduct which is persistent and demeans, humiliates or creates a hostile and intimidating environment or is calculated to induce submission by actual or threatened adverse consequences;
- 3) **"Unfavourable Treatment"** means any adverse changes in the working environment, denial of training, and denial of opportunities for advancement, unfavourable probationary reports, vexatious grievances and exclusion by peers;
- 4) **"Victimisation"** means any unfavourable treatment of a student based on caste, creed, religion, language, ethnicity, gender and disability
- 5) **"Ragging"** means any of the acts as defined under the University Grants Commission Regulations on Curbing the Menace of Ragging in Higher Education Institutions, 2009;
- 6) **"Complaint"** - A complaint about discrimination or harassment as defined in applicable UGC guidelines may be made in writing by a student or a parent of a student irrespective of whether the discrimination or harassment is alleged to have taken place within or outside the higher educational institution

HOW TO FILE A GRIEVANCE

As per the UGC Guidelines, the SC/ST Cell shall function as a Grievance Redressal Cell for the grievances of SC/ST students and employees of the College, rendering them necessary help in solving their academic and administrative problems. Accordingly, any aggrieved student or employee belonging to a reserved category may approach the Cell Coordinator or any Committee member at any time, or submit a written complaint to them, through any of the following channels:

Email: grscstcellglcmumbai@gmail.com

Contact us:- 022-22041707

1. Aditi Raibole-
2. Sachin Garud-

Note-

- 1) The SC/ST Cell within an academic or administrative institution operates strictly as a fact-finding, advisory, and monitoring body, lacking autonomous judicial or quasi-judicial powers to adjudicate complaints independently, impose penalties, or issue binding legal determinations. Its role in handling grievances is limited to receiving representations, facilitating initial inquiries, ensuring compliance with statutory safeguards, and submitting recommendatory reports to the appropriate competent authorities (such as the Vice-Chancellor, Disciplinary Authority, or statutory Ombudsperson) for final decision-making and formal legal action."

Keddaa
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Coordinator

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