

GRIEVANCE REDRESSAL CELL

INTRODUCTION:

The **Grievance Redressal Cell (GRC)** Committee is formed as per AICTE Regulation for Establishment of Grievance Redressal Committee and Appointment of Ombudsman, by the Technological & Affiliating Universities/AICTE Approved Institutions and as per Letter from AICTE No. 1-101/DPG/AICTE/ombudsman/2012 Dated 9th July, 2012. The **Grievance Redressal Cell** at SCSCOE is formed to provide a fair, secure and harmonious work environment. Grievance Redressal Cell listen the grievances in a confidential, unbiased and fair manner.

OBJECTIVES:

- To provide consistent, fair and impartial mechanism to resolve grievances of students, parents and employees.
- To initiate responsive and accountable perspective among all the stakeholders to maintain harmonious work environment in the College campus.
- To develop an organisational framework to resolve Grievances of Students and other stakeholders
- To maintain cordial Student – Student relationship, Student- Teacher relationship, Teacher- Teacher relationship.
- To ensure effective solution to the grievances in scheduled time and with complete confidentiality.



FUNCTIONS:

- To conduct formal hearings on receipt of written grievances from students, parents and staff members and to hold the investigation according to the case.
- The Committee will review all cases formally and act accordingly.
- To investigate grievances to maintain privacy and confidentiality.
- To work out a resolution of the issues to obtain the facts through relevant sources in a fair manner.
- To ensure disposal of every application in a maximum period of one month of the receipt of application.

TYPES OF GRIEVANCES:

The Grievances may broadly include the following complaints of the aggrieved students

- Academic issues
- Non-Academic issues
- Extra – curricular
- Amenities and Maintenance
- Placement and Internships
- General Administration
- Harassment by colleague students or the teachers etc

PROCEDURE FOR REDRESSAL OF GRIEVANCES:

- In case of any grievance the student, Parent or Staff member who want to place a grievance shall give written complaint first to the Head of the respective Department to resolve the issue.
- The respective Department unable to solve the grievance or grievant is dissatisfied with the resolution the grievant is free to approach the Grievance Redressal cell.
- If, the grievance is against the respective Head of Department/office, then the grievant may directly submit his/her grievance in writing to the Chairman of Grievance Redressal Cell.



- The following procedure is followed to solve the grievances by considering the welfare of the students.
- 1. **FORMAL REGISTRATION:** Any aggrieved student or parent or staff member with a genuine grievance will submit his/her Grievance in writing along with necessary documents to the Chairman of Grievance Redressal Cell.
In case the person is unwilling to appear in self, grievance may be dropped in writing at letter box/ suggestion box of the Grievance cell.
- 2. **ACKNOWLEDGEMENT:** The Grievance Redressal Cell shall acknowledge the receipt of each grievance complainant immediately.
- 3. **FORWARDING:** Upon receipt of grievance the Grievance Redressal Cell shall classify, analyse the grievance, and forward the grievance to the respective department/individual requesting them to enquire the grievance and redress within the specified period, not exceeding 7 days from the receipt of grievance complaint.
- 4. **FOLLOW UP & MONITORING:** Grievance Redressal Cell shall coordinate, monitor and ensure redressal within the stipulated time. Depending upon the seriousness of grievance the Grievance Redressal Cell will follow them up regularly till their final disposal by way of reminders.
- 5. **SCRUITINY:** Grievance Redressal Committee will make a thorough review of the redressal process. In case the committee feels satisfied with the resolution provided by the respective individual, then it will intimate the same to the grievant. Once the grievant indicates acceptance of the resolution at this level, then the matter is considered as closed.
- 6. **CALL FOR HEARING:** If the Grievance Redressal Committee is not satisfied with the resolution provided by the respective department/individual or upon the grievant's written request, the committee shall fix a date for hearing, and intimate the same to the respective department/individual as well as the grievant. If, at the conclusion of the hearing, the committee feels that additional information, testimony is necessary to make a decision, it may request that the parties submit such additional information. In this event, the hearing will remain open until receipt of the requested documents.
- 7. **INVESTIGATION:** If a resolution is not achieved through hearing, then it will take necessary steps to conduct an investigation (fair and impartial investigation) of the facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the grievance application. Grievance Redressal Committee will have the



right to interview witnesses, if, it determines necessary and/or helpful to the investigation including those recommended by a party to the grievance.

8. FINAL DECISION: After the hearing or investigation the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application - pass an order indicating the reasons for such order, as may be deemed fit.
9. COMMUNICATING THE DECISION: Upon completion of proceedings, the Grievance Redressal Committee shall communicate the final decision to both parties which shall be binding on both the parties.
10. CLOSURE OF COMPLAINT: The complaint shall be considered as disposed off and closed when:
 - a. the grievant has indicated acceptance of the resolution;
 - b. the grievant has not responded within four weeks from the date of receipt of information on resolution

The proceeding concerning each grievance will be recorded in a systematic manner. The information relating to the proceedings shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation.



Prof. Dr. S. B. Patil

Principal

Rajgad Dnyanpeeth's
Shri Chhatrapati Shivajiraje College of Engg.,
Dhangawadi, Pune-412206