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# Standard operating procedure For Students Grievance Redressal Committee



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❖ **Title: Student Grievance Redressal Committee**

❖ **Objectives:**

- To build a fair, impartial and consistent mechanism for redressal of various issues faced by the students/parents.
- To develop a responsive and accountable attitude amongst all stakeholders, thereby maintaining a harmonious atmosphere so as to reach to effective solution.
- To ensure the grievances are resolved promptly, neutrally and in complete confidential manner.
- To uphold the dignity of the GIT by promoting cordial student-teacher relationship.



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❖ **Mechanism:**

Whenever a student wishes to seek redress of a grievance;  
the proper way to address grievance is to approach the authorities  
in the below-mentioned order based on type of grievance:

1. Department Mentor / HOD (for academic and/or administrative issues)
2. Hostel Warden / Registrar (for Hostel stay or food / Miscellaneous issues)



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❖ **Student Grievance Redressal Committee::**

- |                               |                                  |
|-------------------------------|----------------------------------|
| 1. Prof.Iltapawar Tirupati L. | Chairman                         |
| 2. Prof.Mrs.Gajmal Kranti M.  | Representative - Teaching Staff  |
| 3. Mrs.Kokaje Manasi M.       | Representative – Technical Staff |
| 4. Ms.Bapat Bhakti B.         | Representative – Girl Students   |
| 5. Mast.Sawant Gauresh G.     | Representative – Boy Students    |



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❖ **Functions:**

1. Committee will attend only written grievances received from students.
2. The Committee will deal with all the Grievances directly, which are related to the common problems at Institute level as well as academic & administrative problems also.
3. In addition to this, the Committee will also entertain appeal filed by the student against the decision of the HoD/Registrar. The Committee will review all cases and will act accordingly.
4. The Committee will give report to the authority about the cases attended and the number of pending cases, if any, which require direction and guidance from the higher authorities.



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❖ **Procedure for Redressal of Grievances (RoG) is as under :**

- An aggrieved student, who has the Grievance/s, shall initially make an application to the Chairman of the Redressal Committee. After verifying the facts, the Chairman will try to redress the grievance within a week from the date of receipt of application. If the student is not satisfied with the verdict or solution of the Chairman, then the student will/can approach the HoD and Principal for redressal.
- If the student is not satisfied with the redressal offered by the HoD/Registrar/Principal and feels that his/her Grievance is not properly redressed, he/she can submit an appeal to the Students Grievance redressal committee with the relevant details.
- The Student Grievance Redressal Committee would consider the appeal of the student and make appropriate recommendations to the Vice Chancellor of the affiliated university through Principal of the college within a reasonable time (preferably within 15 days). On approval by the Vice Chancellor, the final decision would be communicated to the student through the Registrar of University.
- The Student Grievance Redressal Committee may recommend to the Vice Chancellor necessary corrective action, if required, to ensure recurrence of similar grievance.



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- While dealing with the complaint, the committee at all levels would observe law of natural justice and hear the complainant and concerned officials.
- While passing an order on any Grievance at any level, the relevant provisions of all statutory regulations would be kept in mind and no such order would be passed in Contradiction of the same.



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❖ **Responsible Staff:**

1. Individual staff/student.
2. Office Superintendent, Accounts officer, Controller of Exam,  
Librarian, Hostel Warden
3. Head of Department
4. Registrar
5. Student grievance and redressal committee
6. Principal



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❖ **Cross references:-**

1. Circular of AICTE, 07 June 2012, No.146
2. Circular Mumbai University dated on 15 March 2013, No.Aff/ICC/2012- 13/26.
3. DTE dated on 16 December 2015 Ref.4/DOM/TE/Technical 3/20154/3587.
4. SVKMs NMIMS University.
5. DIT, Pune