



Suman Ramesh Tulsiani Charitable Trust's

SUMAN RAMESH TULSIANI TECHNICAL CAMPUS FACULTY OF ENGINEERING

Approved by All India Council for Technical Education, Recognized by Govt. of Maharashtra
Affiliated to Savitribai Phule Pune University and Maharashtra State Board of Technical
Education College Code : EN6767, SPPU Code : CEGP019380, MSBTE Code : 1729

GRIEVANCE POLICY OF SRTTC

1. Preamble

As per the provision of AICTE (regulation for establishment of mechanism for grievance redressal committee for all the AICTE approved technical institutions) vide No. 37-3/Legal/2012 dated 25/05/2012, to ensure transparency in providing fair, impartial and consistent mechanism for redressal of varied issues faced by the students, faculties and non-teaching staff members. The grievance redressal policy shall be in consonance with the AICTE regulations 2012, the provisions of which shall have an overriding effect in case of any ambiguity or conflict, at any point of time at SRTTC campus.

2. Definition

"Grievances or complaint" includes any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service and in the nature of seeking a remedial action. The grievances may broadly consist of the following complaints of the students, faculties and nonteaching staff.

- Academic (Theory/ Practical session conduction)
- Non-Academic (e. g. Related with Fees)
- Grievances related to assessment of student (Theory/Practical/Project)
- Grievance related to victimization • Grievance related to charging of fees
- Grievances regarding conduct of examination
- Harassment by colleague, students or the teachers etc.
- Harassment of women at workplace • Harassment of SC/ST or OBC students, faculty or non-teaching staff.
- Grievance regarding resources required
- Grievances regarding establishment section, library and other sections
- Grievances regarding cleanliness





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- Grievances regarding drinking Water
- Grievances regarding available food in the college canteen
- Grievances regarding related with accommodation
- Grievances regarding related with transport
- Grievances regarding related with security

3. Objectives

The purpose of this SRTTC policy is to set forth the procedures to be followed in receiving, handling and responding to any grievance against individual/department/institute in respect of the services offered by it. To address the complaint/grievance the committee shall inculcate the law of natural justice at all levels and hear the complaint and concerned the person as well. The students and staff (Teaching/Non-Teaching) are the main stakeholders in any situation imparting education thus it's our best endeavour to make all efforts to ensure transparency in all the activities at different stages. Considering this motivation, the institute has decided to provide mechanism for redressal of grievances.

The following are the objectives:

- To provide fair and equal treatment to all grievances without bias
- To ensure that all issues raised by any stake holder are dealt with courtesy and resolved in stipulated timelines
- To develop an adequate and timely organizational framework, to promptly address and resolve grievances fairly and equitably
- To provide enhanced level of stake holder's satisfaction
- To provide easy accessibility to all the grievances for an immediate grievance redressal
- To put in place a monitoring mechanism to oversee the functioning of the grievance handling policy
- To be compliant to the provisions of the AICTE grievance regulations 2012, and any guidelines or notification issued by the statutory authority relating to grievances





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4. How to raise the grievance?

The complainant can raise grievances any of the following modes:

1. Phone Call: Message/Call to contact number specified on institute website to register the complaint.
2. Email: The complainant may raise the grievance on email id specified on institute website to register the complaint.
3. Letter: The stake holder can write a letter to the authorities
4. Grievance redressal portal to the coordinator of grievance committee

Sr. No	Grievance Cell	Name of Coordinator	Department	Email ID
1	Faculty and Staff Grievance Redressal	Prof.N.V.Dhumal	Admin	Nilesh.dhumal@srttc.ac.in
2	Students Grievance Redressal	Prof. J.B Satpute	Mechanical	Jitendra.satpute@srttc.ac.in
3	Anti-ragging Committee	Prof.M.A.Mane	DESH	mukesh.Mane@srttc.ac.in
4	SC/ST Grievance	Prof.M.A.Mane	DESH	mukesh.Mane@srttc.ac.in
5	Internal Complaints Committee	Prof. Mrs. Dalvi Anjali Manojkumar	Computer	hodcomp@srttc.ac.in
6	Student Council	Prof.Sandip Deshpane	Civil	Sandip.deshpane@srttc.ac.in
7	Women's Grievance Redressal	Prof. Mrs. Dalvi Anjali Manojkumar	Computer	hodcomp@srttc.ac.in





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5. Maintenance of records of grievance and reporting

Coordinators of concern grievance committee of SRTTC preserve all records pertaining to grievance/complaint received and closure of the grievance. The complaint shall be transferred to the concerned authority intermediary within three working days; however, resolution time shall not exceed 30 days from the date of the receipt of the complaint from the complainant.

6. Closure of grievance

Every grievance shall be disposed of within a period of 30 days of its receipt and a final reply shall be informed to the complainant, containing details of resolution or rejection of the complaint, with reasons thereof recorded in writing.

7. Escalation of grievances

The stake holders whose grievance has not been resolved by the intermediary within thirty days from the date of receipt or who is not satisfied with the resolution provided by the respective committee shall prefer an appeal to the head of the institution against the concerned intermediary or any other management officials.

8. Policy to handle major grievances

Major grievance such as problem involving legal matters is referred to the management of the SRTTC. Appropriate action is carried out as per guidance provided by the management of SRTTC

In case grievance involves external agencies, matter is referred to appropriate authorities for further action.



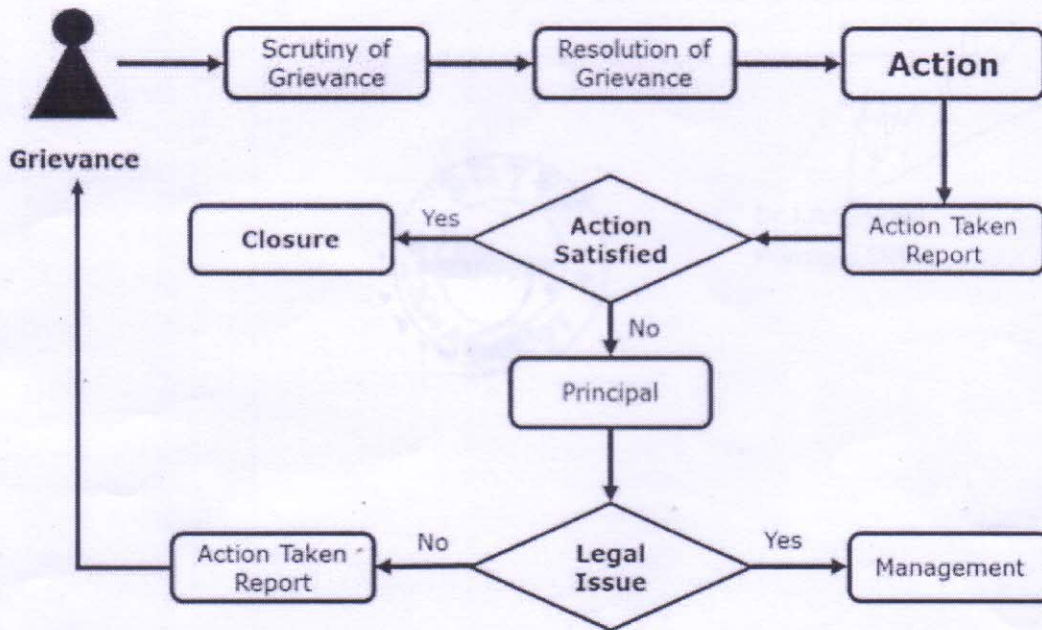


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9. Process for Grievance Redressal

The process to resolving the complaints is as shown in Figure below:



10. Undertaking from the Principal

I/We, hereby undertake to constitute the following committees as per AICTE handbook before commencement of the academic session.

- Establishment of Anti Ragging Committee (As per All India Council for Technical Education notified regulation for prevention and prohibition of ragging in AICTE approved technical institutions vide 37-3/Legal/AICTE/2009 dated 01/07/2009).



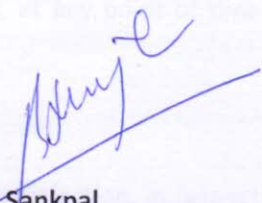


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- b) Establishment of Grievance Redressal Committees in the institute and appointment of chairman/coordinator by the institute. (As per All India Council for Technical Education mechanism for grievance redressal) regulations, 2012 F. No. 37-3/Legal/2012 dated 25/05/2012).
- c) Establishment of Internal Complaint Committee (ICC) (As per section 4 of sexual harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013).
- d) Establishment of committee for SC/ST (As per the scheduled castes and scheduled tribes (prevention of atrocities) act, 1989, No. 33 of 1989, dated 11/09/1989).




Dr. J. B. Sankpal
Principal, SRTTC