



Shri Sharda Bhavan Education Society's
INSTITUTE OF TECHNOLOGY & MANAGEMENT
VIP Road, Nanded-431 602(M.S.), INDIA

www.ssbесitм.org E-mail ssbesitм@yahoo.com (Ph.02462-254850, 253471)



GRIEVANCE REDRESSAL POLICY

The College has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Redressal Committee or Principal.

Objective: -

The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- 1 Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
2. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
3. Suggestion / complaint Box have been installed in front of the Administrative Block in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
4. Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
5. Advising All the Students to refrain from inciting Students against other Students, teachers and College administration
6. Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.




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7 Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

Scope: -

The Committee deals with Grievances received in writing from the students about any of the following matters: -

Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.

Financial Matters: Related to dues and payments for various items from library, hostels etc.

Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport etc.

Functions: -

The cases are attended promptly on receipt of written grievances from the students.

The Committee formally meets to review all cases, prepares a statistical reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities

Grievance conveying procedure.

1. Open door policy: -Grievance can be through direct approach to the committee.

2. Grievance and Redressal Box: - drop the grievance in the grievance redressal box in the library

3.Email:-Grievance can be sent to email ID of the grievance and redressal committee

ssbesitм@gmail.com

***Anonymous complaints will not be accepted.**

Procedure: -

1 The setting of the Students Grievance Redressal Committee for students will be widely published.

2.Once in a month Grievance Box will be opened in front of all committee members



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- 3 The students may feel free to put up a grievance in the format attached and drop it in boxes placed at conspicuous locations.
4. The GRC will act upon those cases which have been forwarded along with the necessary documents.
5. committee involves a process of investigation in which 'student's Grievance cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner.
6. Matters are disclosed to only those, who have a legitimate role in resolving the matter. . Final report based on grievance received and resolved will be submitted to the Principal and further course of action will be decided and the same shall be intimated to the students.
7. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.8
8. Grievances related to fees etc will be taken up only if the relevant financial documents like demand drafts etc. are attached.

On receipt of the Compliant, from complaint Box or the staff in-charge of the registry will submit the same to the Member of the "Grievance Redressal Committee". The Committee will meet, with an information to the complainant on their day of Convenience. An aggrieved Student or Parent may appear in person to present his/her case.

Exclusions: -

The Grievance Redressal Committee shall not entertain the following issues:

1. Decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the University.
2. Decisions with regard to award of scholarship, fee concessions, medals, etc.
3. Decisions made by the University with regard to disciplinary matters and misconduct.
4. Decisions of the University about admissions in any courses offered by the Institute.
- 5 Decisions by competent authority on assessment and examination result.



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In order to ensure transparency in various processes in imparting technical education and with the paramount objectives of preventing unfair practices and to provide mechanism to innocent students for redressal for their grievance and also the AICTE Regulation for addressing, student or Parent's grievance in a Technical Institution, "Grievance Redressal Committee" of SSBES's INSTITUTE OF TECHNOLOGY AND MANAGEMENT has been Re-constituted on 06/10/2022 at 12:00 pm Under the Director Dr. S. B. Thorat in Conference/ seminar Hall with following Staff in different positions to enquire the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same.

“ Member of the Grievance Redressal Committee.”

| S. No. | Name of the Faculty | Designation | Position | Email and Mobile No. |
|--------|---------------------|----------------------|--------------------------|----------------------|
| 1 | DR M.M. Bokare | HOD (Computer Dept.) | Chairperson | 9421870580 Email- |
| 2 | Dr. N.D. Shinde | Assistant Professor | Coordinator/ Convener | 8208521894 Email- |
| 3 | Dr. M.S. Altamash | HOD (Mgt dept.) | Member | 7972779491 Email- |
| 4 | Dr. A K Joshi | Assistant Professor | Member | 758842771 Email- |
| 5 | Prof S. N. Kokate | Assistant Professor | Member | 848385558 Email- |
| 6 | Prof. B.B. Shinde | Assistant Professor | Member | 9527351244 Email- |
| 7 | Mr.Sanjay Kalyankar | Librarian | Member | 8149758433 Email- |



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Mechanism for Redressing Student's raging Issues.

1. Committee consists of members, coordinator and chairperson, at beginning of each year committee holds meeting to discuss the channel to receive student's complaint and mechanism to resolve the issues
2. Complaint from the students of any department can be received from any of the committee members.
3. Students can either give written complaint or email complaints mentioning the problem faced by the students.
4. However, to have proper documentation if the complaint is received orally, committee will direct the complainant to prepare and submit hand written complaint about the incidence within a day, if the issue is severe, complaint will be received immediately from the student (Complainant)
5. Once the hand written complaint is received, the copy of the same will be given to all the committee members for analyzing the issue.
6. Before proceeding further issue will be informed to principal.
7. Further the committee shall conduct proceedings by individually calling the accused and the complainant and ask them to give details.
8. . Further once the proceeding is completed, committee tries to collect evidence for the incidence
9. Committee also allows both the parties to produce relevant documentation and witnesses supporting their proceedings
10. After collecting evidence, committee sit for discussion pertaining to the incidence and prepare the report and forwards to the principal along with supporting documents and will initiate disciplinary action on the accused in the form off of:
 1. Waning.
 2. Written Apology.
 3. Dismissing (in extreme cases)
 4. Suspending from attending classes.
 5. Debarring.
 6. Denial of being member in any of the student committee.
 7. Withholding/withdrawing scholarship.
 8. Debarring from appearing in any test/examination o Cancellation of admission for next year.



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Mechanism for Redressal for sexual harassment.

1. The Committee shall meet as and when any complaint is received by it. Complaint may be received by any member of the committee. Any of the committee member will receive the complaint or grievance from students or others.
2. The Committee may direct the complainant to prepare and submit a detailed statement of incidents if the written complaint lacks exactness and required particulars, within a period of two days from such direction or such other time period that the Committee may decide.
3. The Committee shall direct the accused employee(s) to prepare and submit a written response to the complaint / allegations within a period of four (4) days from such direction or such other time period as the Committee may decide.
4. Each party shall be provided with a copy of the written statement(s) submitted by the other.
5. The Committee shall conduct the proceedings in accordance with the principles of natural justice. It shall allow both parties reasonable opportunity of presenting their case. However, should the accused choose not to participate in the proceedings, the Committee shall continue ex-party.
6. The Committee shall allow both parties to produce relevant documents and witnesses to support their case. Documents produced by either party shall be affixed with that party's signature to certify the document as original / true copy.
7. The party against whom the document / witness is produced shall be entitled to challenge / cross-examine the same.
8. The Committee shall sit on a day-to-day basis to record and consider the evidence produced by both parties.
9. As far as practicable, all proceedings of the Committee shall take place in the presence of both parties.
10. Minutes of all proceedings of the Committee shall be prepared and duly signed by the members of the Committee.
11. The Committee shall make all endeavor to complete its proceedings within a period of fifteen days from the date of receipt of complaint.




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12. The Committee shall record its findings in writing supported with reasons and shall forward the same with its recommendations, to the Principal/Management, within a period of five (5) days from completion of the proceedings before it. In case the Committee finds that the facts disclose the commission of a criminal offence by the accused person, this shall be specifically mentioned in the Committee's report. If, in the course of the proceedings before it, the Committee is satisfied that a prima facie case of sexual harassment is made out against the accused employee(s)/student and that there is any chance of the recurrence of any such action, or that it is required to do so in the interests of justice, it may, on the request of the complainant or otherwise, disciplinary action could be initiated in the form of:

1. Warning.
2. Written apology.
3. Bond of good behavior.
4. Adverse remarks in the confidential report.
5. Debarring from supervisory duties
6. Denial of membership of statutory bodies.
7. Denial of re-employment/re – admission.
8. Stopping of increments / promotion/denying admission ticket.
9. Reverting, demotion.
10. Suspension.
11. Dismissal.
12. Any other relevant mechanism.

If, in the course of the proceedings before it, the Committee is satisfied that any person has retaliated against / victimized the complainant or any person assisting the complainant as a result of the complaint having been made or such assistance having been offered, the Committee shall report the same in writing, to the Principal/Management, with reasons and with recommendations of the action to be taken against such person. If, at the culmination of the proceedings before it, the Committee is satisfied that the complainant has knowingly brought false charges of sexual harassment against any person, it shall report the same in writing to the principal or management, with reasons and with recommendations of the action to be taken against such person.



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