
	<b>Akhil Bharatiya Maratha Shikshan Parishad's Anantrao Pawar College of Engineering &amp; Research</b>		
	<b>Record No.: ADM/D/036A Revision: 00</b>	<b>DoI: 02/01/2023</b>	

## Internal Correspondence

### Standard Operating Procedure (SOP) for Institute Level Grievance Redressal Committee (GRC)

#### Objective:

The objective of this SOP is to provide clear and transparent guidelines for the effective resolution of grievances raised by stakeholders within the institution. It outlines the steps and procedures for receiving, processing, investigating, and resolving grievances, ensuring fairness and confidentiality.

#### 1. Composition of the Grievance Redressal Committee (GRC):

The Grievance Redressal Committee will consist of:

- **Chairperson:** A senior faculty member or administrator.
- **Faculty Representatives:** From various departments or sections.
- **Administrative Officer:** To handle procedural aspects.
- **Student/Staff Representative:** Depending on the nature of the grievance.
- **External Member:** (If necessary) to provide unbiased input.

The composition may vary based on the grievance (e.g., student, faculty, or staff).

#### 2. Responsibilities of the Grievance Redressal Committee (GRC):



- Ensure a **fair and transparent process** for resolving grievances.
- Maintain **confidentiality** throughout the grievance redressal process.
- Ensure timely and effective resolution of grievances within a **predefined timeframe**.
- Keep proper **documentation** of all grievance proceedings and resolutions.
- Report periodically to the **institutional leadership** on the status of grievances.
- Promote a **harmonious environment** within the institution by addressing and resolving conflicts.

#### 3. Grievance Submission Process:

##### Step 1: Lodging a Grievance

- **Modes of Submission:** Grievances can be submitted by stakeholders (students, staff, faculty) through:



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<b>Internal Correspondence</b>			

- **Online Grievance Portal:** If the institute has a dedicated online platform.
- **Written Complaint:** Submitted to the GRC office or any designated authority.
- **Email:** Sent to a dedicated grievance email address.
- **Information Required:**
  - Name and contact information of the complainant.
  - Detailed description of the grievance, including the date, time, and parties involved.
  - Any supporting documents or evidence.

#### Step 2: Acknowledgment of Grievance

- Upon receipt of the grievance, the GRC will send an **acknowledgment** to the complainant within **2 working days**, confirming that the grievance has been received and will be processed.
- A **unique grievance ID number** will be assigned to each complaint for tracking purposes.

#### 4. Grievance Categorization and Initial Assessment:



##### Step 1: Categorization

- Grievances will be categorized based on the following:
  - **Academic Grievances:** Issues related to exams, attendance, grading, etc.
  - **Administrative Grievances:** Issues related to fees, facilities, or administrative services.
  - **Disciplinary Grievances:** Complaints about misconduct, harassment, or policy violations.
  - **Other Grievances:** Any other issues not falling into the above categories.

##### Step 2: Initial Assessment

- The GRC will conduct a **preliminary review** of the grievance within **3 working days** of receipt.
- The committee will assess whether the grievance falls under the purview of the GRC or requires referral to another department (e.g., disciplinary committee, academic council).
- If the grievance is not valid or lacks sufficient information, the complainant will be informed, and additional details will be requested if necessary.



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<b>Internal Correspondence</b>			

## 5. Grievance Investigation Procedure:

### Step 1: Appointment of Investigation Team

- For valid grievances, the Chairperson will appoint an **investigation team** comprising relevant members of the GRC.
- The investigation team will include representatives from the departments involved in the grievance, if necessary.

### Step 2: Investigation

- The investigation will involve:
  - **Collection of evidence** (documents, emails, etc.).
  - **Interviews** with the complainant, the person(s) against whom the grievance is filed, and any witnesses.
  - **Review of institutional policies** and any other relevant guidelines.
- The investigation should be completed within **7 working days** from the date the investigation team is appointed.

### Step 3: Report Preparation

- The investigation team will prepare a detailed report with findings and recommendations.
- The report will be submitted to the full GRC for review.

## 6. Grievance Resolution Process:



### Step 1: Deliberation by GRC

- The GRC will meet to review the investigation report, discuss the findings, and decide on the appropriate resolution.
- If necessary, additional meetings or discussions may be held to ensure all aspects of the grievance are thoroughly examined.

### Step 2: Resolution and Decision

- Based on the investigation findings, the GRC will:



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	<b>Record No.: ADM/D/036A Revision: 00</b>	<b>DoI: 02/01/2023</b>	
<b>Internal Correspondence</b>			

- Propose a resolution to the grievance (e.g., disciplinary action, policy change, conflict resolution).
- Communicate the decision in writing to all parties involved (complainant, respondent).
- The resolution should be communicated to the complainant within **15 working days** of the grievance submission.

### Step 3: Implementation of Resolution

- The institution will implement the resolution as directed by the GRC.
- This may include disciplinary actions, issuing warnings, policy changes, or mediation between the parties.

### 7. Appeal Process:

- If the complainant is not satisfied with the resolution provided by the GRC, they may **appeal** the decision within **5 working days** of receiving the resolution.
- The appeal will be escalated to a **higher authority** within the institution (e.g., Director, Governing Council) for review.
- The decision of the higher authority will be **final and binding**.



### 8. Confidentiality and Data Protection:

- All information related to the grievance, including the identity of the complainant and the respondent, will be treated as **confidential**.
- Access to grievance information will be limited to the members of the GRC and other authorized personnel directly involved in the investigation.
- All documentation will be securely stored, and the **data privacy policies** of the institution will be followed.

### 9. Reporting and Documentation:

- **Monthly Reports:** The GRC will submit a report to the institutional leadership detailing:
  - Number of grievances received, resolved, and pending.
  - Nature of grievances and the resolutions provided.
- **Annual Report:** An annual report will summarize the grievance redressal activities, including trends, common issues, and recommendations for policy improvements.



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	<b>Record No.: ADM/D/036A Revision: 00</b>	<b>DoI: 02/01/2023</b>	
<b>Internal Correspondence</b>			

#### 10. Review and Continuous Improvement:

- The GRC will review its procedures annually to ensure they remain relevant and effective.
- Feedback from stakeholders will be considered to improve grievance redressal processes.
- Any changes to the SOP will be approved by the institutional leadership before implementation.


#### 11. Communication of the Grievance Redressal Mechanism:

- Information about the grievance redressal process will be made easily accessible to all stakeholders via:
  - Institutional website.
  - Notice boards.
  - Student/Staff handbooks.
  - Orientation programs.

#### 12. Emergency Grievance Handling:

- For serious or urgent grievances (e.g., involving harassment or threats to safety), the GRC will expedite the process.
- In such cases, immediate protective measures may be put in place, and the investigation will be prioritized to ensure a swift resolution.



  
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