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

Grievance Redressal Committee

Awareness about Grievances

According to institutional guidelines, a grievance is any concern or complaint related to:

- Academic issues
- Administrative services
- Facilities and infrastructure
- Disciplinary actions
- Any other issues affecting the welfare of students, faculty, and staff

Examples:

- Discrepancies in examination results or academic records
- Issues related to hostel accommodations
- Complaints about food quality in the campus cafeteria
- Concerns about safety and security on campus
- Unfair treatment or discrimination by faculty or staff

Functions of the Committee:

- To provide a neutral, confidential, and supportive environment for students, faculty, and staff to voice their concerns.
- To advise complainants of the informal and formal means of resolution as specified by the Committee.
- To ensure the fair and timely resolution of grievances.
- To provide information regarding counselling and support services available on campus.
- To promote awareness about grievance redressal mechanisms through educational initiatives that encourage and foster a respectful and cooperative campus environment.

Functioning of the Grievance Redressal Committee:

The Complaint Redressal Mechanism:



1. Submission of Complaint:

- Any student, faculty, or staff wishing to initiate a grievance must submit a written and signed complaint to the head of the respective department, who will then forward the complaint to the Grievance Redressal Committee.

2. Initial Meeting:

- The coordinator will call the complainant for a personal meeting within 7 working days from the submission of the written complaint. The meeting will be conducted in the presence of all committee members.

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 Contact Details: Tel: 020-24218901/8959, Tele Fax:- 020-24213929
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3. Discussion of Complaint:

- The members of the Committee will discuss the complaint in detail.

4. Jurisdiction Check:

- If the case falls outside the purview of the Committee, the complaint will be forwarded to the appropriate committee or authority.

5. Enquiry Setup:

- If the case comes under the purview of the Committee, an enquiry committee will be set up to investigate the matter.

6. Report and Recommendation:

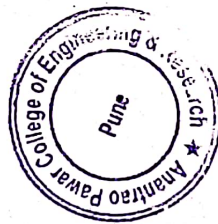
- The enquiry committee will submit a report within 3 working days after the meeting, recommending the nature of action to be taken at the earliest by the appropriate authority.

Promoting Awareness:

- Organizing workshops and seminars for students, faculty, and staff to educate them about the grievance redressal process.
- Distributing informational brochures and pamphlets during meetings and orientations.
- Regularly updating the institution's website with relevant information and contacts for the grievance committee.
- Setting up a dedicated helpline or email service for individuals to seek advice and submit grievances.

Support Services:

- Providing access to counselling and support services on campus for students, faculty, and staff.
- Offering mediation services to resolve conflicts amicably.
- Ensuring the availability of legal advice if required for serious grievances.







Principal

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Roles & Responsibilities of the Institute Level Grievance Redressal Committee

1. Receiving and Acknowledging Grievances:

- Establish and maintain a mechanism for the submission of grievances (e.g., online portal, email, physical forms).
- Acknowledge the receipt of grievances within a defined timeframe (e.g., within 2 working days).
- Assign a unique grievance ID for each submission to ensure proper tracking and follow-up.

2. Categorizing Grievances:

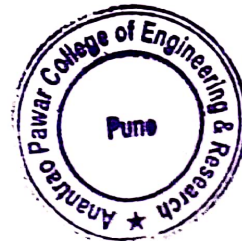
- Assess and categorize grievances based on their nature:
 - Academic Grievances (e.g., examination issues, attendance disputes).
 - Administrative Grievances (e.g., fee-related issues, facility complaints).
 - Disciplinary Grievances (e.g., misconduct, harassment, policy violations).
 - Other Grievances as applicable.
- Refer grievances that fall outside the purview of the GRC to the appropriate committees or departments (e.g., sexual harassment grievances may go to the Internal Complaints Committee).


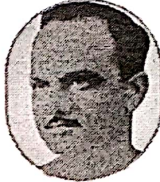
3. Investigating Grievances:

- Conduct a thorough and impartial investigation of grievances:
 - Collect relevant documents, evidence, and testimonies from the complainant and respondents.
 - Interview involved parties and witnesses to gather additional information.
- Appoint sub-committees or task forces, if necessary, for specific cases requiring deeper investigation.

4. Ensuring Fairness and Confidentiality:

- Ensure the grievance redressal process is unbiased and follows due process.
- Maintain the confidentiality of all parties involved to protect their privacy and rights.
- Ensure that no one is discriminated against or retaliated against for filing a grievance.



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5. Providing Timely Resolutions:

- Ensure that grievances are resolved within a stipulated timeframe (e.g., within 15 working days).
- Recommend corrective actions, penalties, or policy changes as necessary to resolve the grievance.
- Ensure that the complainant and all relevant parties are informed of the resolution in writing.

6. Implementing Resolutions:

- Ensure that the agreed-upon resolutions or recommendations are implemented effectively.
- Work with the relevant departments, faculty, or administrative offices to execute the corrective actions.

7. Communicating with Stakeholders:

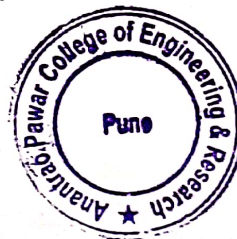
- Regularly communicate the status of the grievance to the complainant during the investigation and resolution process.
- Coordinate with other departments (e.g., academic, administrative, disciplinary bodies) to ensure seamless handling of grievances that involve multiple areas of the institution.



8. Maintaining Records and Documentation:

- Keep accurate and comprehensive records of all grievances, investigations, and resolutions.
- Maintain grievance reports and related documentation securely for future reference and audits.
- Ensure data privacy and adherence to any legal requirements concerning the handling of personal information.

9. Reporting to Institutional Authorities:

- Submit regular reports (monthly/quarterly) to the institution's leadership (e.g., Principal, Director) on the number, nature, and resolution of grievances.
- Provide an annual report with analysis and suggestions for improving grievance management processes and institutional policies.



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10. Promoting Awareness of Grievance Mechanisms:

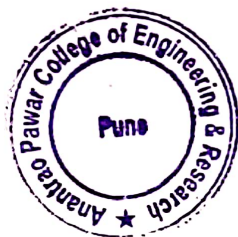
- Ensure that all stakeholders (students, staff, faculty) are informed about the grievance redressal mechanism, its procedures, and how to access it.
- Promote awareness through orientation sessions, information on the institutional website, notice boards, and other communication channels.

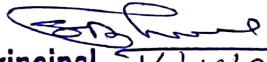
11. Reviewing and Improving Grievance Redressal Mechanisms:

- Periodically review the grievance redressal process to ensure it remains effective, efficient, and in line with institutional policies.
- Update grievance handling procedures and policies as necessary to address recurring issues or improve fairness and transparency.

12. Handling Emergency or Urgent Grievances:

- Prioritize grievances that involve urgent matters such as harassment, discrimination, or threats to personal safety.
- Implement immediate interim measures (if required) while the investigation is ongoing to ensure the safety and well-being of the complainant.




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