

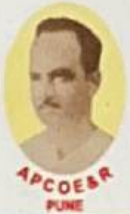


AKHIL BHARATIYA MARATHA SHIKSHAN PARISHAD'S ANANTRAO PAWAR COLLEGE OF ENGINEERING & RESEARCH

Sr. No. 103, Parvati, Pune - 411 009.

Tel.: 020-24218901/8959 Tele Fax : 020-24213929

Web.: <http://www.abmbspcoerpune.org> Email : abmbspcoe@yahoo.com • office@abmbspcoerpune.org



Approved by AICTE & Govt. of Maharashtra, Affiliated to Savitribai Phule Pune University

DTE CODE :- EN 6794, AISHE CODE :- C-41484

Savitribai Phule Pune University Identification No. PU/PN/Engg. / 441/2012



College Grievance Policy & Procedure

Aim

The aim of the Grievance Policy and Procedure is to promote and encourage a working environment in which College employees feel comfortable to raise their concerns without fear of reprisal or recrimination. It is fundamental to this procedure that no employee shall suffer any detriment as a result of raising a grievance in good faith. The procedure provides a framework in which employees can have their concerns and grievances resolved in a fair and timely manner.

Scope

The Grievance Policy and Procedure applies to all college employees.

Responsibilities

Employees are responsible for:

- Attempting, where appropriate, to resolve issues informally with their Principal /Office Superintendent prior to invoking the formal stages of the procedure.
- Arranging their own representation for all formal meetings under this procedure.

Principal/ Office Superintendent are responsible for:

- Attempting to resolve issues raised informally as part of their normal management processes.
- maintaining confidentiality throughout the process.
- Acting as a role model, promoting a working culture where employees treat each other with respect.
- Notifying Colleges Establishment section upon receipt of a formal grievance.
- Ensuring a response is made swiftly in the event of the issue being raised.



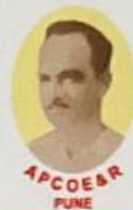


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Procedure

Raising an informal grievance

1. Employees should attempt to resolve their grievance informally with the Principal/Office Superintendent in the first instance, except where this is inappropriate having regard to the nature of the grievance. A grievance must be raised within four calendar months of the event or matter occurring.
2. When an employee raises an informal grievance, the Principal/Office Superintendent will meet with the employee and discuss the issue(s) raised within seven working days. If this is not possible, the employee should be advised of the delay. The Principal/Office Superintendent will establish the employee's desired outcome in an attempt to resolve the issues in a way that is acceptable to the employee.
3. The Principal/Office Superintendent will take appropriate action to follow up and clarify facts which may include discussions with other members of staff and seek advice from Colleges Establishment section
4. The Principal/Office Superintendent will advise the employee of the outcome of the grievance in writing within five working days of the initial meeting.
5. If at this stage the employee does not feel that the matter has been resolved satisfactorily, they will be advised that they may proceed to the formal stage of the procedure.

Formal stage

Raising a formal grievance

Where an employee feels that their grievance has not been resolved satisfactorily at the informal stage, or where an informal approach would have been inappropriate, they may proceed to the formal stage of the procedure.

1. The employee should submit the reasons for their grievance in writing to their Principal/Office Superintendent, or where the Principal/Office Superintendent is the subject of the grievance, to either the Principal or the Chair of Governors as appropriate. The grievance should set out the basis for the complaint or concern, along with the employee's suggested remedies for resolution. Where an employee is raising a formal grievance without having sought an informal resolution, they should also set out the reasons why an informal approach would, in their opinion, have been inappropriate.





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2. Upon receipt of the formal grievance letter the Principal/Office Superintendent will invite the employee to a meeting to discuss their grievance. The employee will be entitled to be accompanied at the meeting by a trade union representative or a work colleague. The employee does not have the right to answer questions on the employee's behalf or Address the meeting. This meeting shall take place within ten working days of receiving the grievance. The Principal / Office Superintendent may be accompanied by Colleges Establishment section

3. Consideration will be given to adjourning the meeting for any investigation that maybe necessary. The investigation may include interviewing other members of staff. The employee will be invited to explain fully their complaint and suggest how they would like to see it resolved.

The emphasis of the investigation will be to find ways to resolve the grievance and alleviate the employee's concerns. The Principal/Office Superintendent should check the following:

- The exact nature of the grievance
- Any potential witnesses
- The desired outcome

4. The Principal/Office Superintendent will arrange for a note-taker to take notes of the meeting. A copy of the notes taken will be provided to the employee as soon as is reasonably practicable to be checked for accuracy.

5. The Principal/Office Superintendent will also meet with any other persons they deem necessary.

6. The Principal/Office Superintendent will advise the employee of the outcome of their grievance in writing within 5 working days of the completion of their investigation and within twenty working days of the raising of the formal grievance. The Principal/Office Superintendent may also wish to meet with the employee to explain verbally their decisions/outcome, particularly where they have not upheld the grievance.

7. Where a grievance has been raised involving work colleagues the Principal /Office Superintendent may opt to offer mediation as a means to improve working relationships where all parties are willing to cooperate with this. Guidance on mediation may be sought from College Authority

8. In the event that the Principal/Office Superintendent has not responded to the grievance within twenty working days of the grievance being raised formally and the employee has not received a written explanation for any delay, it shall be open to the employee to take the grievance to the next stage (appeal).



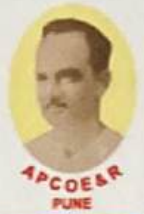


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Appeal / Second stage formal grievance

Lodging an appeal

1. If the employee is dissatisfied with the outcome of the grievance investigation at the formal stage, or if no response has been received within twenty working days, they may pursue the grievance to the next stage (appeal).
2. The employee must submit their written notice of appeal within ten working days of receipt of the grievance outcome letter to the Chair of governing body members. An employee may appeal in the event that the grievance outcome letter has not been received within twenty working days of the grievance having been raised formally.
- 3 The employee shall clearly state the reasons why they wish to continue to pursue their grievance to the appeal stage.

The appeal hearing

- 1 The Chair of governing body members or her/his nominee shall arrange for the grievance to be heard by a panel of 3 governing body members . The panel shall consist of 3 governing body members who shall not have had any prior involvement in the case. The Chair of the panel shall be either trained or suitably experienced in chairing formal panels.
- 2 A hearing shall be arranged within twenty working days of notification of the appeal, and the employee shall receive a minimum of five working days notice of the date of the hearing. The employee should be sent the documents to be considered at the appeal hearing. The employee should be advised to provide copies of any documentation and names of any witnesses at least two working days prior to the hearing.
- 3 The following shall attend a grievance appeal hearing;
 - A panel of 3 governing body members who will hear the case
 - A colleges establishment section representative who shall act as an impartial advisor to the panel
 - The employee and her /his representative



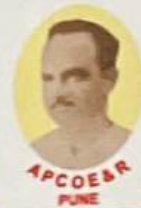


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- Any other reasonable recommendation which does not impose a detriment to the employee

Eight The letter notifying the outcome of the panel's decision shall confirm that this concludes the grievance procedure. The decision shall be final.

Overlapping grievance and disciplinary cases

Where an employee raised a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. Where the grievance and disciplinary cases are related, it may be appropriate to deal with both issues concurrently.

Details of approval and variation process

Where the college wishes to amend or terminate this procedure, it will consult with the relevant trade unions with a view to reaching agreement over the proposed amendment termination. This procedure may be amended or terminated by agreement with the relevant trade unions at any time. Where agreement has not been reached with the relevant trade unions arising from consultations, the college reserve the right to implement its proposed amendment(s) / termination by giving one month of notice to employees of its proposal.


Principal





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Ragging: Definition

Any disorderly conduct whether by words spoken or written or by an act which has the effect of teasing, or handling with rudeness any other student, in rowdy or undisciplined activities which causes or is likely to cause annoyance, hardship or psychological harm or to raise fear or apprehension thereof in a fresher or a junior student or asking the students to do any act or perform something which such student will not do in the ordinary course and which has the effect of causing or generating a sense of shame or embarrassment so as to adversely affect the physique or psyche of a fresher or a junior student.

Objectives

In view of the directions of the Hon'ble Supreme Court in SLP No. 24295 of 2006 dated 16-05-2007 and in Civil Appeal number 887 of 2009, dated 08-05-2009 to prohibit, prevent and eliminate the scourge of ragging including any conduct by any student or students whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness a fresher or any other student, or indulging in rowdy or undisciplined activities by any student or students which causes or is likely to cause annoyance, hardship or psychological harm or to raise fear or apprehension thereof in any fresher or any other student or asking any student to do any act which such student will not in the ordinary course do and which has the effect of causing or generating a sense of shame, or torment or embarrassment so as to adversely affect the physique or psyche of such fresher or any other student, with or without an intent to derive a sadistic pleasure or showing off power, authority or superiority by a student over any fresher or any other student, in all higher education institutions in the country, and thereby, to provide for the healthy development, physically and psychologically, of all students, the All India Council for Technical Education, (AICTE) brings forth these Regulations.





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Measures for prevention of ragging

It shall be mandatory for every technical Institution, University, deemed to be University imparting technical education to take following measures for prevention of ragging at such institutions.

1. The advertisement issued for admission by a technical institution, University including Deemed to be University concerned and/or the admission authority/ affiliating University/State Govt./UT/Central Govt. as the case may be, shall clearly mention that ragging is totally banned and anyone found guilty of ragging and/or abetting ragging is liable to be punished.
2. The 'Prospectus' and other admission related documents shall contain directions of the Supreme Court Affiliating University/admission Authority/State Govt/Central Govt. shall make it mandatory for the institutions under their jurisdiction to compulsorily incorporate such information in their 'Prospectus'. These Regulations shall be printed in the brochure of admission/instruction booklet for candidates.
3. The application form for admission/enrolment shall have a printed affidavit, preferably both in English and Hindi and/or in one of the regional languages. The affidavit should be filled up and signed by the candidate to the effect that he/she is aware of the law regarding prohibition of ragging as well as the punishments, and that he/she, if found guilty of the offence of ragging and/or abetting ragging, is liable to be punished appropriately.
4. The application form shall also contain a printed affidavit, preferably both in English and Hindi and/or in one of the regional languages and the affidavit should be signed by the parent/guardian of the applicant to the effect that he/she is also aware of the law in this regard and agrees to abide by the punishment meted out to his/her ward in case the latter is found guilty of ragging and/or abetting ragging.



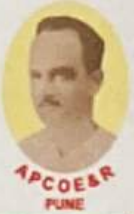


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5. The application for admission shall be accompanied by a document along with the School Leaving Certificate/Character Certificate which shall include a report on the behavioral pattern of the applicant, so that the institution can thereafter keep intense watch upon the student who has a negative entry in this regard.
6. A student seeking admission to the hostel shall have to submit another affidavit along with his/her application for hostel accommodation that he/she is also aware of the law in this regard and agrees to abide by the punishments meted out if he/she is found guilty of ragging and/or abetting ragging.
7. Every technical institution, University including Deemed to be University imparting technical education shall maintain a proper record of the affidavits obtained to ensure its safe up keep thereof, including digital copies of the affidavits and such digital copy should be made available to the AICTE or to an Agency identified/nominated by AICTE.
8. The AICTE or an Agency identified/nominated for the purpose and affiliating Universities and Directorate of Technical Education of the concerned State Govt./UT shall maintain an appropriate data base of the affidavits in the digital form obtained from every student at the time of admission to the technical institutions, Universities including Deemed to be Universities imparting technical education.
9. Each batch of fresher's should be divided into small groups and each such group shall be assigned to a member of staff. Such staff member should interact individually with each member of the group on daily basis to ascertain the problems/difficulties, if any faced by the fresher's in the Institution and extend necessary help.
10. In case of fresher's admitted to a Hostel it shall be the responsibility of the teacher in charge of the group to co-ordinate with the warden of the Hostel and to make surprise visits to the rooms in the hostel where the members of the group are lodged. Fresher should be lodged in a separate hostel block wherever possible and where such facilities are not available, the college/institution shall ensure that seniors' access to freshers' accommodation is strictly monitored by wardens, Security Guards and Staff.
11. Every institution should engage or seek the assistance of professional counselors at the time of admissions to counsel 'freshers' in order to prepare them for the life ahead, particularly for adjusting to the life





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in hostels. At the commencement of the academic session the Head of the technical Institution, University including Deemed to be University imparting technical education shall convene and address a meeting of various functionaries/agencies, like Wardens, representatives of students, parents/guardians, faculty, district administration including police, to discuss the measures to be taken to prevent ragging and steps to be taken to identify the offenders and punish them suitably.

12. Every fresher admitted to the technical Institution, University including Deemed to be University imparting technical education shall be given a printed information booklet detailing when and whom he/she has to turn to for help and guidance for various purposes (including Wardens, Head of the institution, members of the anti-ragging committee, relevant district and police authorities), addresses and telephone numbers of such persons/authorities, etc.

13. The technical institutions, University including Deemed to be University imparting technical education through the information booklet mentioned above shall explain to the new entrants the arrangements for their induction and orientation which promote efficient and effective means of integrating them fully as students.

14. The information booklet mentioned above shall also tell the freshers about their rights as bona fide students and clearly instructing them that they should desist from doing anything against their will even if ordered by the seniors, and that they have nothing to fear as the institution cares for them and shall not tolerate any atrocities against them.

15. The information booklet mentioned above shall contain a calendar of events and activities laid down by the institution to facilitate and complement familiarization of juniors with the academic environment of the institution.

16. To make the community at large and the students in particular aware of the dehumanizing effect of ragging, and the approach of the institution towards those indulging in ragging, big posters (preferably with different colors for the provisions of law, punishments, etc.) shall be prominently displayed on all Notice





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Boards of all departments, hostels and other buildings as well as at vulnerable places Some of such posters shall be of permanent nature in certain vulnerable places.

17. The technical Institution, University including Deemed to be University imparting technical education shall request the media to give adequate publicity to the law prohibiting ragging and the negative aspects of ragging and the institutions 's resolve to ban ragging and punish those found guilty without fear or favor.
18. The technical Institution, University including Deemed to be University imparting technical education shall identify, properly illuminate and man all vulnerable locations.
19. The technical Institution, University including Deemed to be University imparting technical education shall tighten security in its premises, especially at the vulnerable places. If necessary, intense policing shall be resorted to at such points at odd hours during the early months of the academic session.
20. The technical Institution, University including Deemed to be University imparting technical education shall utilize the vacation period before the start of the new academic year to launch wide publicity campaign against ragging through posters, information booklets, seminars, street plays, etc.
21. The faculties/departments/units of the technical Institution, University including Deemed to be University imparting technical education shall have induction arrangements (including those which anticipate, identify and plan to meet any special needs of any specific section of students) in place well in advance of the beginning of the academic year with a clear sense of the main aims and objectives of the induction process.
22. Mobile Phones and other communication devices may be permitted in residential areas including hostels to provide access to the students particularly freshers, to reach out for help from teachers, parents and Institution authorities.

It shall be the duty of the Anti-Ragging Committee to ensure compliance with the provisions of these Regulations as well as the provisions of any law for the time being in force concerning ragging; and also to monitor and oversee the performance of the Anti-Ragging Squad in prevention of ragging in the institution.





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Criteria -5

5.1.4

Sr. No	Name of committee	Link
1	Students Redressal Notice	https://abmbspcoerpune.org/NAAC_Cycle2/crite05/5.1/5.1.4/criteria5_1_4tab3/REDRESSAL%20NOTICE%205%20YEAR.pdf
2	Students Redressal Report	https://abmbspcoerpune.org/NAAC_Cycle2/crite05/5.1/5.1.4/criteria5_1_4tab3/REDRESSAL%20REPORT%205%20YEAR.pdf
3	Women's Grievance Notice	https://abmbspcoerpune.org/NAAC_Cycle2/crite05/5.1/5.1.4/criteria5_1_4tab3/WOMENS%20GRIEVANCE%20NOTICE%205%20YEAR.pdf
4	Women's Grievance Report	https://abmbspcoerpune.org/NAAC_Cycle2/crite05/5.1/5.1.4/criteria5_1_4tab3/WOMENS%20GRIEVANCE%20REPORT%205%20YEAR.pdf
5	Ragging Grievance Notice	https://abmbspcoerpune.org/NAAC_Cycle2/crite05/5.1/5.1.4/criteria5_1_4tab3/RAGGING%20NOTICE%205%20YEAR.pdf
6	Ragging Grievance Report	https://abmbspcoerpune.org/NAAC_Cycle2/crite05/5.1/5.1.4/criteria5_1_4tab3/RAGGING%20REPORT%205%20YEAR.pdf

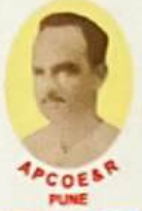


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• ANTI RAGGING COMMITTEE •			
Name	Contact No.	Authority	Position
Dr. Sunil Thakare	9423217056	Principal, APCOER	Chairman
Police Sub Inspector, Dattawadi Police Station	020-24220205	Local Police Authority	Member
Prof. Ganesh Kondhalkar	9822676607	HOD Mechanical Engg.	Member
Prof. Sagar Gawande	9922169404	HOD Civil Engg. (PG)	Member
Prof. Shailesh Hajare	9579707373	HOD E&TC Engg.	Member
Dr. Abhay Shelar	9850543335	HOD Civil Engg. (UG)	Member
Prof. Rama Gaikwad	8600014367	HOD Computer Engg.	Member
Prof. Sneha Salvekar	7387772481	HOD AI&DS	Member
Prof. Kamlesh Jetha	9975524232	HOD Information Technology	Member
Dr. Balaji Selukar	8208852108	F. E. Co-ordinator	Member
Prof. Monika Jagtap	9422386219	Assistant Professor	Member
Mr. Navnath Sarode	9730694725	Director Physical Education	Member
Ms. Shewta Ghogare	9657331006	Student Representative	Member
Mr. Sudhir Ghadge	9822716265	Boys Hostel coordinator	Member
Smt. Girija Tikone	020 68004640	Girls Hostel Coordinator	Member
Dr. Sanjay Patil	9850150101	Parent	Member
Mr. Dnyaneshwar Khengare	9921480631	Parent	Member



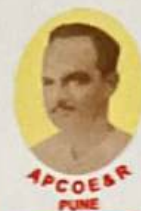


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What is Ragging?

'Ragging' means display of disorderly conduct, doing of any act which causes or is likely to cause physical or psychological harm or raise apprehension or fear or shame or embarrassment to a student in any educational institution & includes:

- Teasing ,abusing, threatening or playing practical jokes on, or causing hurt to such a student; or*
- Asking a student to do any act or perform something which such student will not, in the ordinary course, willingly, do (Maharashtra Prohibition of Ragging Act, 1999)*
- The human rights perspective of ragging involves the injury caused to the fundamental right to human dignity through humiliation heaped on junior students by seniors; often resulting in the extreme step of suicide by the victims.*

Ragging has several aspects which include psychological, social, political economic, cultural and academic dimensions. The political aspect of ragging is apparent from the fact that incidents of ragging are low in institutions which promote democratic participation of students in representation and provide an identity to students to participate in governance and decision making within the institute bodies.

Steps that may be taken by the student in an event of incidence of ragging

1. Every fresh student admitted to the college shall be given a printed leaflet detailing to whom he/she has to turn to for help and guidance for various purposes including addresses and telephone numbers, so as to enable the student to contact the concerned person at any time, if and when required, of the anti-ragging helpline referred to in these policy, wardens, all members of the anti-ragging committee & squads, relevant district and police authorities.
2. Fresher or any other student, whether being victim, or witness, in any incident of ragging are encouraged to report such occurrence, and the identity of such informants will be protected and will not be subject to any adverse consequence only for the reason for having reported such incidents. Those who want to be anonymous can submit their complaints in complaint box.
3. The students can contact the members of the anti-ragging committee or squad, whose phone numbers are displayed along with the anti-ragging posters. or They can directly approach the Principal who in turn will direct the complaint to anti-ragging committee .
4. Those in hostel can also contact the hostel warden or any other staff members who will in turn direct the case to relevant authorities.
5. Freshers who do not report the incidents of ragging either as victim or as witnesses shall also be punished suitably.





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P UNISHMENT FOR RAGGING

A) Maharashtra Prohibition of Ragging Act, 1999 which states that

1. Penalty for ragging (section 4): Whoever directly or indirectly commits, participates in, abets or propagates ragging within or outside any educational institution shall, on conviction, be punished with imprisonment for a term which may extend to two years and shall also be, liable to a fine which may extend to ten thousand rupees.
2. Dismissal of student (section 5): Any student convicted of an offence under section 4 shall be dismissed from the educational institution and such student shall not be admitted in any other educational institution for a period of five years from the date of order of such dismissal.
3. Suspension of student (section 6): Whenever any student or ,as the case may be the parent or guardian, or a teacher of an educational institution complains, in writing of ragging to the head of the educational institution, the head of the educational institution, shall without prejudice to the foregoing provisions, within seven days of receipt of complaint, do inquiry in to the matter mentioned in the complaint and if prima facie, it is found, true ,shall suspend the student who is accused of the offence, and shall, immediately forward the complaint to the police station having jurisdiction over the area in which the educational institution is situated, for further action.
4. Deemed abetment (section 7): If the head of the educational institution fails or neglects to take action in the manner specified in section 6 when a complaint of ragging is made, such person shall be deemed to have abetted the offence of ragging and shall, on conviction, be punished as provided in section 4.

B) Administrative action in the event of ragging:

The institution shall punish a student found to be guilty of ragging after following procedure:

- a) Anti-Ragging Committee of the institution shall take an appropriate decision following the recommendations of the Anti-Ragging Squad.
- b) Anti-Ragging Committee may, depending on the nature & gravity of guilt recommend one or more of following punishments namely;
 - i. Suspension from attending classes and academic privileges
 - ii. Withholding or withdrawing scholarship/ fellowship and other benefits,
 - iii. Debarring from appearing in any test/ examination





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- iv. Withholding results
- v. Debarring from representing the institution in any regional, national or international event,
- vi. Suspension/expulsion from the hostel
- vii. Cancellation of admission
- viii. Rustication from the institution for period ranging from one to four semesters
- ix. Expulsion from the institution and consequent debarring from admission to any other institution for a specified period.

An appeal against the order of punishment

- a) In case of an order of the institution affiliated to a University, he/she can appeal to the vice-Chancellor of the University.
- b) In case of an order of the University, he/she can appeal to its Chancellor.

Prevention of Ragging/Anti-ragging measures

The college has set up appropriate committees to actively monitor, promote and regulate healthy interaction between the freshers, junior and senior students and to prevent ragging.

1. **Anti-Ragging Committee:** The institution has nominated anti-ragging committee headed by the Principal. It consists of faculty members, representative of parents, and representative of students from freshers and seniors and non-teaching staff. It shall be the duty of anti-ragging committee to coordinate with various committees to prevent ragging in the institution.
2. **Anti-Ragging Squad:** It is nominated by the Principal. The anti-ragging squad shall remain mobile, alert & active at all times to maintain vigilance & patrolling. It shall make surprise raids on hostels and other places vulnerable to incidents of ragging. It shall investigate incidents of ragging & report to anti-ragging committee.
3. **Display:** The names of anti-ragging committee members, anti-ragging squad members & hostel wardens are displayed in bold letters on first year notice board along with their contact numbers.



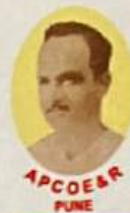


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4. **Mentoring cell on ragging:** The College has constituted mentoring cell consisting of students volunteering to be mentors for freshers. There is one mentor for six freshers and one mentor of a higher level for six mentors of lower level. Some senior staff members are also in mentor cell to guide students.

1. **Teacher-Guardian System:** It should be implemented for students with the help of teachers involved in teaching them. About 25 to 30 students will be allotted to one teacher. They are to meet the concerned teacher every week to discuss various problems faced by students.
2. **Monitoring cell:** The institution has monitoring cell on ragging to coordinate with activities of anti-ragging committee, Squads and Mentoring cell about conducting orientation programmes, counselling sessions, incidents of ragging & problems faced by officials. It shall be prime mover for initiating action to facilitate the implementation of anti-ragging measures at the level of institution.
3. **Orientation programme:** A joint 'sensitization' and orientation programme and counselling of both freshers and seniors to be addressed by the Principal and professional counsellor. The inmates of hostel shall be addressed by the hostel warden.
4. Sensitization towards the ills of ragging and the prevention thereof and obtaining undertaking from every employee of the college including teaching and non-teaching members of staff, contract labour employed in the premises. A provision shall be made in the service rules for issuing certificates of appreciation to such members of the staff who report ragging which will form part of their service record.
5. The employers/employees of the canteens/mess shall be given necessary instructions to keep strict vigil and to report the incidents of ragging to the college authorities, if any.
6. **Separate living arrangement:** Freshers shall be lodged in a separate hostel block so as to prevent interaction between freshers and senior students. Faculty members residing in the APCOER Institutes campus are to dine turn wise with the freshers in their respective hostels for the initial two months to install a feeling of confidence among them. Wardens of the hostel are to take rounds of the hostel daily.

1. **Admission brochure:** The admission brochure has included anti-ragging policy. Telephone numbers of anti-ragging helpline and all the important functionaries in the institution are published in the admission brochure.





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2. **Affidavit from students and parents:** The affidavit from each student and his/her parent is obtained and the copies are available in the office.
3. **Counselling of freshers:** The professional counsellor shall counsel freshers in order to prepare them for the life ahead, particularly in regard to the life in hostel and to the extent possible, also involve parents and teachers in the counselling sessions.

1. **Query Register:** Various queries of newly admitted students ranging from travel & commuting, instruments, books, places etc. can be written by them in the register every day. At the end of the day the queries can be answered by the administrative officer after consulting appointed personnel.
2. **Complaint Boxes:** For newly admitted students and for students who want to be anonymous in their complaints, the complaint boxes should be installed in the college as well as in the hostel.


Principal

