



Shri Balasaheb Mane Shikshan Prasarak Mandal's ASHOKRAO MANE GROUP OF INSTITUTIONS 3507

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Approved by : AICTE, New Delhi No. F-No. MS (NewInt) 2009 / 08, Higher & Technical Education Department, Govt. of Maharashtra, Directorate of Technical Education, Mumbai. **Affiliated to :** Dr. Babasaheb Ambedkar Technological University, Lonere - Raigad. (B.Tech. & M.Tech. Programs), Shivaji University, Kolhapur. (MBA Program).

Accredited by NAAC with 'A' Grade CGPA 3.08

Founder President
Late Shri. Ashokrao Mane

Director

President
Hon. Shri. Vijaysinh A. Mane

Ref. No. : AMG07/2019-20/940-1

Date : 09/03/2020

Directives for Student and Faculty Grievance Redressal and Co-ordination Committee

- Following are the directions of UGC, AICTE and DBATU-

The Grievances Redressal Committee is established in order to deal with the individual grievances related to students and faculty members and to ensure the redressal of grievances amicably in a time-bound manner. The Grievance Redressal mechanism can be able to receive and dispose of the grievances online or offline. The Flex board is fixed near the office with the committee members list, contact numbers and email-id's of members indicating the details of the grievance redressal mechanism i.e. URL of the Online Grievance Redressal Portal to ensure publicity/awareness of the establishment of grievance redressal mechanism.

Faculties from departments, who are members of this committee meet periodically and provide suggestions. The committee invites suggestions from employees for improving the working environment and resolving issues if any. Any grievances/sexual harassment-related specific issues will be addressed through professional counseling. If required, parents will called and counseled confidentially.

The students approach the committee to voice their grievances regarding academic and non-academic matters. The committee will redress the grievances at individual and class levels and grievances of common interest. Students are encouraged to use the suggestion box placed on the campus to express constructive suggestions and grievances.

Suggestion boxes are provided and are placed at vantage points in the institute for the students/staff to air their grievances. Complaints will drop in the 'Suggestion Box' by students and oral complaints will also redress. All complaints will be scrutinized by the management and the grievance redressal committee. HOD/Principal/Director regularly attends to these on daily basis. The institute assures students that once a complaint is made, it will be treated with confidentiality.

Besides there is an exclusive mechanism to address the issues relating to women and their grievances.

(Signature)
DIRECTOR

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➤ **Objectives of Grievance Redressal and Co-ordination Committee -**

The Grievance Redressal Committee was constituted to probe into the students/faculty/staff grievances. The Grievance Redressal Committee attempts to address genuine problems and complaints of students/faculty/staff, whatever be the nature of the problem.

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

➤ **Objectives -**

- To create a platform where students/faculty/staff can point out their problems, regarding academic and non-academic matters.
- Get suggestions from the students/faculty/staff for improvement.
- Take necessary steps for improvement in the light of grievances.

➤ **Functions of Grievance Redressal and Co-ordination Committee -**

- The cases will be attended to promptly on receipt of written/online grievances from the students/faculty/staff. The committee formally will review all cases and will act accordingly as per the management policy.
- The committee will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

➤ **Procedure for Lodging Complaint -**

- The notice board/flex board is fixed near the office, indicating the details of members of Grievance Redressal Committee
- The students/faculty/staff may feel free to put up a grievance through online portal or in writing and drop it in suggestion box.
- Students/faculty/staff can register their compliance through this E-mail:- director@amgoi.edu.in or through the Online Grievance Redressal Mechanism which is available at website.
- The Grievance Redressal Committee will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Redressal Committee will assure that the grievance has been properly solved in a stipulated time limit provided by the committee.
- Suggestion/Complaint Box is installed in front of the administrative block in which the students/faculty/staff, who wants to remain anonymous, put in writing their grievances and their suggestions for improving the academics / administration in the institute.

➤ **Process for Addressing the Grievance -**

- Measures are taken to solve the issues faced by students/faculty with a definite time frame of 07 days or earlier as per the gravity of the situation.
- Upon receipt of complaint, the members of the committee will intimate the Director.
- At this stage, based on the nature of the complaint and severity of its possible impact, the Director along with the committee members will take action to proceed on addressing the concerns while keeping the ethos of the institution.

➤ **Mechanism of Student Grievance Redressal -**

The complaint management mechanism is carried out in three levels in the institution -

- The concerned Class coordinators, Mentors/Counselors and Department Heads attend the departmental level grievances.
- The student co-ordinators and faculty co-ordinators for grievance redressal and co-ordination are act as facilitators to communicate and sort out the grievances at the department level.
- Unresolved grievances at the departmental level are referred to the grievance redressal and co-ordination committee of the institution.

➤ **Activities Conducted by the Grievance Redressal Committee are -**


- Address the student/faculty grievances with the members in the Grievance Redressal Committee and the Director.
- Monthly check of the suggestion box and conveying the suggestions / grievances to the grievance redressal committee.
- Conduct Group as well as Personal Guidance / Counseling sessions.
- Conduct regular mentoring sessions.



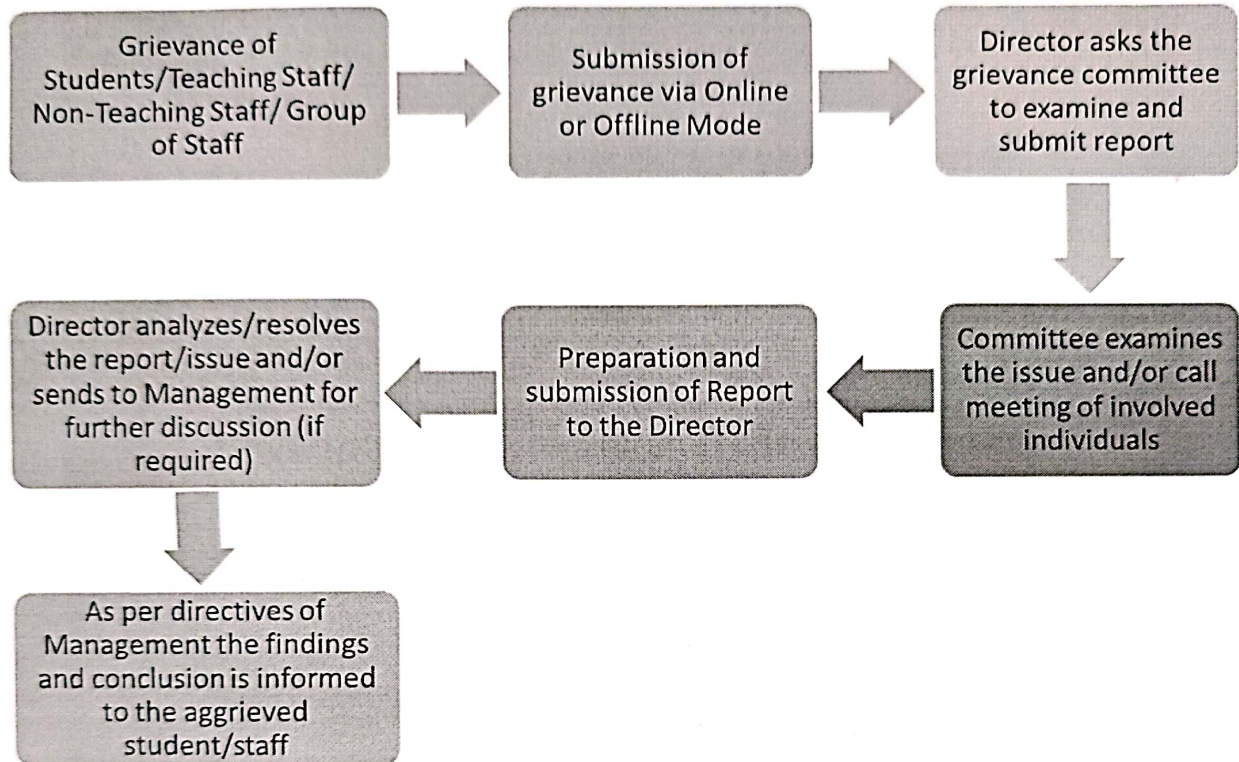
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I / C DIRECTOR

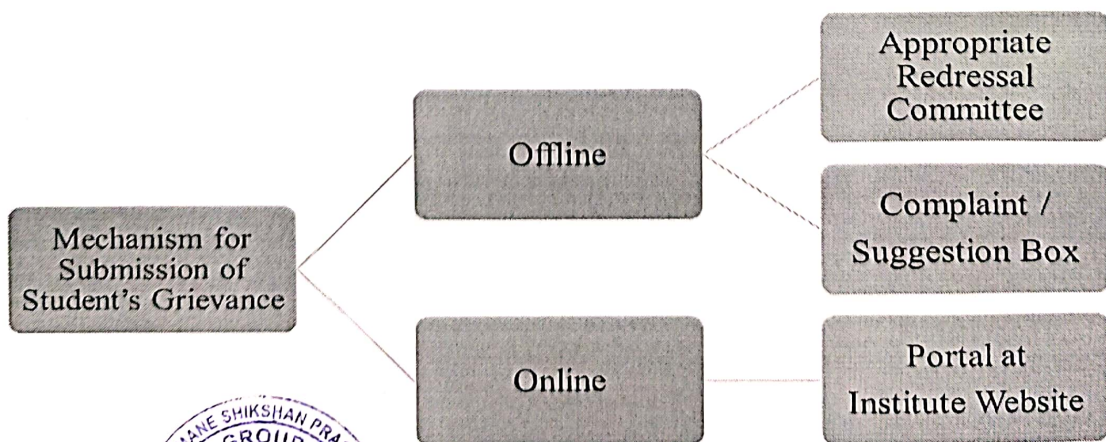
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Mechanism of Grievance Redressal Process



Mechanism for Submission of Grievance




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