

Grievance Redressal Committee Policy and Procedures

Introduction

Any discontent or dissatisfaction that a student faces or even imagines, when not addressed properly is treated as grievance. Grievance is an upward communication. It brings out important information about creeping problems that a student/staff may face, to the management in advance. In accordance with UGC Regulations 2012 (The Gazette of India, March 23–29, 2013), a Grievances Redressal Committee has been constituted.

Composition of Grievance Redressal Committee

Dr. Vijay Wagh	Director, SRBS
Dr. P.M Sule	Academician
Dr. Vijay Dabholkar	Academician
Dr. Harish Kumar Purohit	Director, PTVA Inst. Of Management
Dr. Vijetha Shetty	Academician
Dr. Chitra Munshi	Academician

The Grievance Redressal Committee will address the following complaints of aggrieved students/staff:

1. Irregularity in the admission process adopted by the Institute.
2. Refusing admission in accordance with the declared admission policy of the Institute and Government of Maharashtra.
3. Publishing any false or misleading information not based on facts in the Prospectus.
4. Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution.
5. Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution.
6. Breach of the policy for reservation in admission as may be applicable.
7. Complaints, of alleged discrimination of students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories.

8. Non-payment or delay in payment of scholarships to any student that such institution is committed, under the conditions imposed by the AICTE, or by any other authority.
9. Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar.
10. On provision of student amenities as may have been promised or required to be provided by the institution.
11. Denial of quality education as promised at the time of admission or required to be provided.
12. Non transparent or unfair evaluation practices.
13. Harassment and victimization of students/staff, including sexual harassment

Standard Operating Procedure for Handling Grievance

1. On receipt of complaint / grievance, Grievance Committee shall segregate the complaint, discuss with the concerned committee and thereafter direct the said complaint to the respective committee;
2. Complaints of general nature shall be considered by this committee and resolved accordingly.
3. The concerned committee shall investigate the cases directed accordingly.
4. If required, a hearing with the complainant or clarification from the concerned may be taken.
5. The complainant shall be informed about the action taken by the committee.
6. If the complaint / grievance is found invalid, the complainant and the person against whom the complaint is made, will be informed accordingly and penal action may be taken.
7. The complaint in any case shall be resolved within a one month of its receipt