



Ref. No. SRCOE/GRM/2018/

Date:

**Grievance Redressal Mechanism (GRM)****1. Preamble:-**

SRCOE is committed to providing a safe, fair and harmonious learning and work environment. Grievance Redressal Cell was set up at institute in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) for handling day-to-day grievances related to students, parents and staff members.

Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner involving the respective Dept./Office maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Cell to submit his/her grievance in writing or send through e-mail on "grievances@srcoe.com".

GRM is finalized & approved by G.B. of college wide their resolution No. dtd. )

**2. Objectives:-**

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders;
- To uphold the dignity of the Institute by promoting cordial Student-Student relationship, Student-teacher relationship, teacher-teacher relationship;
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the institute campus;
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized;
- To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

**3. Definitions:-**

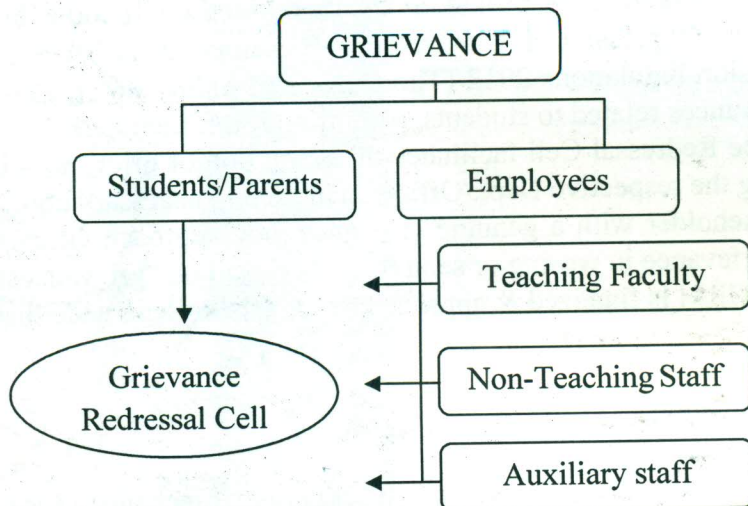
- 3.1. **Grievance:** Grievance means a formal complaint—includes any kind of dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with Institute that a student or parent or staff member thinks, believes, or even feels, is unfair, unjust or inequitable.





- 3.2. **Grievant:** Grievant means a student, parent, staff member or group of students or parents or staff members submitting the grievance.
- 3.3. **Days:** Days means working days exclusive of Sundays, holidays or vacation days as set forth in the academic calendar. In counting days, the first day shall be the first full working day following the receipt of the grievance.

4. **Grievance Redressal Mechanism in relation to those involved.**



**Fig.1 : Schematic of Mechanism for Grievance Redressal.**

5. **Grievances Redressal Committee :**

A high-power committee handles the function of remedying of grievances. It is guided by the principles of natural justice while redressing the grievances. The committee will consider only formal grievances, received via email at [grievances@srcoe.com](mailto:grievances@srcoe.com) or in person, and put its best efforts in order to arrive at a right decision/amicable solution expeditiously.

The Grievance Redressal Committee consists of the following members:

Table 1 : Composition of committee members.

Sr.No.	Designation	Posts
1.	Principal	Chairperson
2.	Registrar	Secretary
3.	O.S.	Member
4.	HoDs	Member(s)
5.	Officer-in-charge of Grievance Redressal Cell	Member
6.	UG/PG/ Diploma Student(s) Women Representative(s), as the case may be	- Spl. Invitee(s)





5.1. **Functions of the Committee:** Are as below.

- To provide with proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized;
- To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process.
- To analyze the merits of grievances and conduct formal hearings and investigation as the case may be
- To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines.
- To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues involved with the parties named in the grievance application;
- To ensure speedy disposal of every grievance application – within a maximum period of one month of the receipt of application;

6. **Applicability:** All students, parents, staff members, and other stakeholders during their stint in the Institute.

7. **Types of Grievances :** Following are the types of grievances to be redressed by the committee and their descriptions are given in the table below.

- 7.1 Academic
- 7.2 Extension and Extra-curricular
- 7.3 Amenities and maintenance.
- 7.4 Placement & Internships
- 7.5 General Administration
- 7.6 Other related issues.

Table 2 : Types of Grievances and their description.

Sr. No.	Type of Grievance	Specification/Description
7.1	Academic related issues	Admissions, Examinations, Assessments, Evaluation, Library facilities, Issuance of certificates, Add-on courses, Research related issues, etc.
7.2	Extension & Extra-Curricular	Alumni registration, Award of non-academic credits, Physical Education, etc.
7.3	Amenities & Maintenance	Hostel facilities – Allocation of rooms, Standard of meal, Wi-fi internet connectivity, Utility-stores, Computer facilities, Drinking water, Sanitation & hygiene, Maintenance, Medical facilities etc.
7.4	Placements & Internships	On-campus or off-campus interviews, soft skills training, Internships, etc.
7.5	General administration	Collection of fee-on-line fee payment gateway, ID cards, Scholarships, HR related issues,





		Transportation, etc.
7.6	Other related issues	Safety & Security, Discipline, Misbehaviors, Emergency services, etc.

**8. Standard Operating Procedure (SOP):**

Any student or parents or staff member wants to initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective department/office who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.

If there is no response within the stipulated time from the respective school/department/office or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the SRCOE Grievance Redressal Cell.

If, the grievance is against the respective Head of school/department/office, then the grievant may directly submit his/her grievance in writing via email at [grievances@srcoe.com](mailto:grievances@srcoe.com) or submit in person at the Grievance Redressal Cell, to the Officer-In-Charge of Grievance Redressal Cell.

**8.1. Formal Registration:** Any aggrieved student or parent or staff member with a genuine grievance will submit his/her Grievance in writing along with necessary documents, if any, through any of the following modes:  
sending via e-mail a“grievances@srcoe.com”

- submitting a signed hard copy of the grievance complaint in person to the Officer-In-Charge of Grievance Redressal Cell

**8.2. Acknowledgement:** The Grievance Redressal Cell shall acknowledge the receipt of each grievance complainant immediately. In the case of e-mail at “grievances@srcoe.com” the sender will receive an instant auto reply acknowledging the receipt of his/her e-mail.

**8.3. Forwarding:** Upon receipt of grievance the Grievance Redressal Cell shall categories, analyze the merits of the grievance, and forward the grievance to the respective /department/office/individual (dealing with the substantive function linked with the grievance) requesting them to enquire into the grievance and redress within such period as may be specified, not exceeding 7 days from the receipt of grievance complaint.

**8.4. Follow Up & Monitoring:** Grievance Redressal Cell shall coordinate, monitor and ensure redressal within the stipulated time. Depending up on the seriousness of grievance the Grievance Redressal Cell will follow them up regularly till their final disposal by way of reminders.





8.5. **Scrutiny:** Grievance Redressal Committee will make a thorough review of the redressal process. In case the committee feels satisfied with the resolution provided by the respective department/office/individual, then it will intimate the same to the grievant via e-mail. Once the grievant indicates acceptance of the resolution at this level, then the matter is deemed closed.

8.6. **Call For Hearing:** If the Grievance Redressal Committee is not satisfied with the resolution provided by the respective department/office/individual or upon the grievant's written request, the committee shall fix a date for hearing, and intimate the same to the respective department/office/individual as well as the grievant via e-mail. If, at the conclusion of the hearing, the committee feels that additional information, testimony is necessary to make a decision, it may request that the parties submit such additional information. In this event, the hearing will remain open until receipt of the requested documents(s).

**Investigation:** If a resolution is not achieved through hearing, then it will take necessary steps to conduct an investigation (fair and impartial investigation) of the facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the grievance application. Grievance Redressal Committee will have the right to interview witnesses, if, it determines necessary and/or helpful to the investigation including those recommended by a party to the grievance.

8.7. **Final Decision:** After the hearing or investigation the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as may be deemed fit.

8.8. **Communicating The Decision:** Upon completion of proceedings, the Grievance Redressal Committee shall communicate the final decision to both parties via email, which shall be binding on both the parties.

8.9. **Closure Of Complaint:** The complaint shall be considered as disposed off and closed when:

a. the grievant has indicated acceptance of the resolution;

b. the grievant has not responded within four weeks from the date of receipt of information on resolution

The proceeding concerning each grievance will be recorded in a systematic manner. The information relating to the proceedings shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation.

8.10. **Feedback:** Grievance Redressal Cell will collect formal feedback from relevant stakeholders (students, parents, staff, etc.) from time to time; especially from the parties involved, on account for *reviewing* and *improving the* grievance handling and redressal process.





**8.11. General Guidelines:**

The grievance must always be in the form of a detailed written complaint submitted via email at [grievances@srcoe.com](mailto:grievances@srcoe.com) or in person to the Officer-In-Charge of Grievance Redressal Cell, within 15 days from the date of occurrence of the event giving rise to the grievance. However, the Institute may extend this time frame where a delay is due to circumstances beyond control of aggrieved person such as illness, etc.

Formal grievance complaint shall include:

- a clear and concise statement of the event/issues, and a summary of steps taken, if any, by the grievant to resolve the problem or issues prior to the filing
- a reasonably detailed description of the relevant facts, including the name/s of person/s, copies of relevant documents or other evidence relevant to the grievance
- full name, contact information of the person escalating/initiating the grievance complaint

- 8.11.1. **Group Grievance:** If, it is a group grievance, list of all persons who are parties to the grievance to be attached. The list must include each person's name, ID/Roll number, Phone number/Email ID, etc. The list must also designate one individual as spokesperson for the group.
- 8.11.2. **Timeframe:** It shall be the endeavour of the Grievance Redressal Committee to ensure redressal/disposal of every grievance within a period of one month of the receipt of application/grievance complaint.
- 8.11.3. **Prohibition against Retaliation:** SRCOE will strictly prohibit retaliation against any grievant, witness, or any other participant in the grievance redressal process by reason of such participation. Any concerns about the retaliation related to this process should be disclosed by the party to the Grievance Redressal Committee via [grievances@srcoe.com](mailto:grievances@srcoe.com)
- 8.11.4. **No proxy will be allowed:** The aggrieved student or parent or staff member shall have to apply individually and represent his/her case before the Grievance Redressal Committee – in other words no proxy will be allowed to represent his/her case
- 8.11.5. **Confidentiality:** SRCOE shall maintain confidentiality of information shared throughout the grievance process. All information collected will be treated as confidential and will not be disclosed to third parties without the consent of the parties involved. However, disclosures may be required for the purpose of fact-finding or efforts to resolve the grievance. Parties involved in the grievance process will also have to maintain the confidentiality of the information discussed during the fact-finding process and the identity of the grievant.
- 8.11.6. **Documentation:** The information relating to the proceedings of grievances shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation. In order to monitor the redressal process from time to time the Grievance Redressal Cell shall maintain a grievance register under the supervision of Officer-in-Charge of Grievance Redressal Cell, which shall contain





the following heads. The register will be treated as confidential and may not be accessed by anyone other than the members of Grievance Redressal Committee. The record of grievance be done as per the tabulated format below.

Table 3: Format of a documentation for filling a grievance.

1	2	3	4	5	6	7	8
Date of receipt of grievance/complaint	Name & address/contact details of sender/applicant	Nature of grievance/complaint	Name of the Department from which the clarification/resolution sought	Date on which the respective Dept. was asked	No. and date of reminder(s) issued	Date on which the clarification received/resolution arrived	Date of supply of suitable reply/information to the applicant

8.11.7. **Alternative avenues for redressal of grievances:** Although all students, parents and staff members may avail themselves of this procedure towards resolving their grievances, they can also try to resolve issues informally – if they believe that an informal resolution is possible at their department/Office level.

8.11.8. **Appeals:** If, the grievant is dissatisfied with the decision/ resolution of the Grievance Redressal Committee, then he/she can appeal the decision to the Ombudsman within seven days of the receipt of the committee's decision. The Ombudsman shall provide final decision as speedily as possible as but not later than a month of receipt of the grievance.

8.11.9. **Exclusions:** The following complaints/grievances shall not be construed by the Grievance Redressal Cell for consideration and disposal:

- Decisions of the Academic Council/Academic Committees constituted by SRCOE.
- Complaints involving policy matters in which the grievant has not been affected directly/ indirectly
- Decisions with regard to the award of Fellowships, fee concessions, medals, etc.
- Decisions with regard to disciplinary matters and misconduct.
- Decisions with regard to the recruitment and selection
- Decisions by competent authority on assessment and examination result/ revaluation or remarking of answer sheets.
- Anonymous and frivolous complaints will not be entertained/processed



9. APPENDICES: - Appendix I & II..... formats are as under.

**Appendix- I**

**FORMAL GRIEVANCE REGISTRATION FORM  
(Suggested Form)**

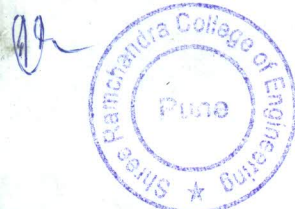
**Grievant's Profile**

Name .....		
<input type="checkbox"/> Student	<input type="checkbox"/> Parent	<input type="checkbox"/> Staff Member
Roll No..... Dept./Office.....		
Gender: Male/Female		
Phone:..... Email:.....		

**Appendix- II**

**Grievance Details**

Type of Grievance								
<input checked="" type="radio"/> Academic Related <input type="radio"/> Extension & Extra-curricular <input type="radio"/> Amenities & Maintenance <input type="radio"/> Placements & Internships <input type="radio"/> General Administration <input type="radio"/> Other related issues								
Date of Occurrence: ..... Note: Must be filed within 5 working Days	Have you discussed this issue with your Mentor and/or HoD <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;"><input type="checkbox"/> Yes</td> <td style="text-align: center;"><input type="checkbox"/> No</td> <td style="text-align: center;"><input type="checkbox"/> Not applicable</td> </tr> <tr> <td colspan="3" style="text-align: center;">Date(s) of Discussion</td> </tr> </table>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not applicable	Date(s) of Discussion			Mentor's/HoD's controlling officer's Name: ..... Phone:.....
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not applicable						
Date(s) of Discussion								





**Issue of Grievance :** (Describe what happened, when and where, how your students experience or employment has been affected, and indicate names of others involved. Attach any supporting documentation.)

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**Action Requested :** Indicate the action(s) that would resolve your grievance.

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I declare that the information provided by me is true and factual to the best of my knowledge.

Date:

*[Handwritten signature]*

Prof. Dr. A. D. Desai  
Principal



*[Handwritten signature]*

Grievance Signature: