

SF/SITRC/Nk/Various Committee Corres/

07 August 2019

OFFICE ORDER

Online Student Grievance Redressal

The MHRD & GOI has emphasized that there is a need of structured mechanism for online registration as well as disposal of the Grievance of students/Faculty/Stakeholders in every Institution approved by AICTE. We have established the following Grievance Redressal Committee.

Sr. No.	Name	Designation	Department	Mobile No.
1	Prof (Dr) Prakash G. Burade – Chairman	Professor – Dean of Academic & HOD Electrical	Electrical Engineering	9545453259
2	Prof (Dr) Milind M. Patil	Professor & Dean Admin	Mechanical Engineering	9545453204
3	Prof (Dr) Rakesh S. Patil	Professor & HOD	Management Studies	9545453206
4	Prof (Dr) Prasad R. Baviskar	Professor & HOD	Mechanical Engineering	9545453212
5	Prof (Dr) Gayatri M. Phade	Associate Professor & HOD	E&TC Engineering	9545453202
6	Prof (Dr) Amol D. Potgantwar	Associate Professor & HOD	Computer Engineering	9545453208
7	Prof Jyotiprakash G. Nayak	Associate Professor & HOD	Civil Engineering	9960132459
8	Prof (Dr) Pawan Bhaladhare	Professor (Comp.) & I/C HOD	Information Technology	9420087835

The above members are to comply with the norms given by AICTE, New Delhi in Annexure 15 of Approval Process Handbook 2019-20(Copy Attached).



Prof (Dr) S T Gandhe
Principal



Copy to: - 1) Groups of SITRC

15.0 Grievance Redressal Mechanism

In order to ensure transparency by Technical Institutions imparting Technical Education, in admission and with Paramount Objectives of preventing unfair practices and to provide a mechanism to students for Redressal of their Grievances, AICTE has notified Regulations for establishment of mechanism for Grievance Redressal Committee and OMBUDSMAN for all AICTE approved Technical Institutions vide No. 37-3/ Legal/ 2012 dated 25.05.2012. Non-Compliance of the above Regulations shall call for punitive action.

Guidelines for establishment of Grievance Redressal Mechanism

The Ministry of Human Resource Development (MHRD), Government of India has emphasized that there is a need for a structured mechanism for online registration as well as disposing of the Grievances of students/ Faculty/ stakeholders in every Institution approved by AICTE.

In view of the above, all the Institutions are requested to urgently put in place an online mechanism, if not presently existing, for registering and disposing of Grievances. Once this mechanism is established, the following outcomes are desired to be fulfilled:

- i. Each AICTE approved Technical Institution should be able to receive and dispose of the Grievances **online**.
- ii. Each of these Institutions should have a notice board/flex board fixed near the Office of its Head, indicating the details of online Grievance Redressal Mechanism i.e. URL of the online Grievance Redressal Portal, Names, contact nos. and e-mail IDs of members of the Grievance Committee, to ensure publicity/awareness of the establishment of Grievance Redress Mechanism/ Students Grievances Portal. This would help speedy Redressal of the Grievances and obviate/reduce the urge to lodge the Grievance on pg.portal of DARPG. The Grievance Committee may include one female member, one member from SC/ ST/ Minority/ OBC and two other members.
- iii. An **online monthly Status Report** regarding the number of Grievances received, disposed off and pending as on the last day of the previous month should be informed to AICTE.
- iv. Non-Registration of Grievances on the Web Site of the Institution resulting in more number of Grievances being registered on the pg.portal of the Central Government which would be an indication that the Grievance Redress Mechanism of the respective Institution/Organisation is not working properly to the satisfaction of the petitioners.
- v. The performance of the Grievance Redressal Mechanism at the point of arising of the Grievance, i.e. the Institution may be taken into account by the Accreditation Agencies.
- vi. The Council shall take into account the performance of the Grievance Redress Mechanism at the point of origin of the Grievance, i.e. Institution, at the time of renewal of their permission/approval every year.

All the Institutions are requested to take necessary steps to implement the above.

