



Grievances Redressal Committee

Policy

To address the grievances of the students, parents and others, as per All India Council for Technical Education (AICTE) regulations, 2012 under clause 1 of section 23 of the AICTE Act, 1987 and Savitribai Phule Pune University, regarding the establishment of Mechanism for Grievance Redressal in Technical Institutions, Grievance Redressal Committee (GRC) is formed in the college. The objective of GRC is to develop a harmonious educational environment in the institute. Sinhgad Academy of Engineering has a well-defined grievance Redressal Mechanism which works with the help of GRIEVANCE REDRESSAL COMMITTEES (GRCs)

Composition and Tenure of the Committee

1. The committee shall comprise of a Chairperson, Secretary and two other senior teaching faculty members.
2. Principal of the college shall be the chairperson.
3. Members of the committee shall be nominated by the chairperson for a tenure of one to two years.

Scope of the Grievances

Grievances may be related to any of the following matters:

1. Academic Matters – Issues related to assessment, attendance, marks, and other examination related matters etc.
2. Financial Matter – Issues related to charging of fees, scholarships and payments
3. Administration Matters – Issues related to infrastructure, basic amenities, sanitation, transport or victimization
4. Harassment and Ragging by colleague students or teachers etc.

Grievance Receiving Mechanism

1. Anyone with a genuine grievance may lodge their complaint to GRC along with necessary documents, if any. The grievance shall be reported by using any of the following modes:
 - i. Through e-mail to the member secretary, saeprincipal@sinhgad.edu
 - ii. Writing to “The Chairman, Grievance Redressal Committee, SAOE
2. Report submission in person by approaching the chairman of the Committee.
3. The students may feel free to drop the writing (can be anonymous if required) in the grievance/ suggestion box. Grievances may be put in the drop box in front of the office. Drop

box will be checked once in every fortnight and the redressal will be taken care with utmost priority.

Grievance Redressal Committee

Grievance Redressal Committee (GRC) is constituted for the redressal of the complaints reported by the student, Parents or staff of the college with the following objectives:

1. To provide the students access to immediate, hassle free resource to have their grievances redressed.
2. To uphold the dignity of the college by promoting cordial Student-Student/Student-Teacher/Teacher-Teacher relationship.
3. To ensure that the views of grievant and respondent are respected and that any party to a grievance is not discriminated or victimised.
4. To ensure a fair, impartial and consistent way for redressal of various complaints lodged by the stakeholders.
 - i. Creating an environment in which students can freely express their grievances without fear of discrimination or victimization
 - ii. Counselling students to refrain provoking of their fellow students against faculty and staff of the University.
 - iii. Although the anti ragging committees are in place, the student may if he/she so wishes bring to the notice any incident of ragging through these committee shall ensure speedy action and protection of the student.

Ragging in any form is strictly prohibited in and outside the Institute and should be brought to the notice of the management immediately

Grievance Redressal Mechanism

1. The decision of the Grievance Committee shall be communicated in writing to the applicant at the earliest.
2. After the receipt of the application from the aggrieved, the chairman of GRC shall fix the date, time and venue of the meeting after having a discussion with the members.
3. The meeting shall be scheduled within ten days of receipt of the application.
4. All relevant papers shall be circulated as hard / soft copy to all the members on or before the date of the meeting.
5. After fixing of the date of the meeting, a hard copy of the notice must be sent to the applicant to be present in the meeting and convey his or her grievances before the Committee and the acknowledgement of receipt would be placed on record.
6. In case of a minor student (applicant), the student may be accompanied by his or her natural / legal guardian (either father or mother). No other person shall be allowed to the meeting.
7. The Committee members are expected to deliberate upon the case, the grievance of the applicant and the rules laid down by the institute. The brief facts, evidences and final recommendations by the Committee members shall be recorded in the format of minutes of the meeting.
8. The minutes shall be circulated to all the members of the Grievance Committee for their signatures.