



Grievance Redressal Committee (2022-23)

Preamble

In the course of carrying out the duty or during the consumption of the services and the facilities of the institution, there may arise a need for any student, or a member of the teaching / non-teaching staff to seek the intervention of competent authority to listen to and address their valid grievance. As per the directives of the UGC, AICTE and the Savitribai Phule Pune University a grievance redressal committee with the recommended composition is instituted at the institute. The appointments in the committee are done for a period of one year. The director is head of the committee and an ombudsman appointed by the SPPU is part of the committee. Other members include the competent teaching and non-teaching staff as per the directives and also a student representative.

There is a defined time bound mechanism documented and implemented for the redressal of the grievance irrespective of the nature of grievance and the grieved person or persons. The grievance committee members are available and approachable to everyone without the any restrictions. An online grievance reporting is possible with a grievance link available on the institutional website. Student, parent, any employee of the institute can make the use of it. During the regular meetings of the committee collective decision is made regarding the course of action and every possible effort is made to address the grievance amicably. The record of all proceedings, decisions and result of the working of the committee is maintained.

Objectives

1. To make sure that all statutory requirements are addressed and guidelines are followed.
2. To make the grievance mechanism simple, user friendly and available to all concerned.
3. To address every grievance in a time bound manner, and with due prudence.
4. To maintain the communication, record of grievance redressal workings.



Functions

1. To educate the stake holders about the grievance redressal mechanism available at the institute.
2. To upgrade or make changes to the grievance redressal mechanism or the functioning of the committee from time to time as per the governing institutions guideline or the need of time and situation.
3. To receive and address the grievance from the stake holders.
4. To carry out the required enquiry, deliberations, documentation so as to ensure the timely redressal and relief of the grievance in the most appropriate manner to all concerned, within the defined framework.

Frequency of the Meeting

Once in a semester and additionally on the need basis.

Composition of the Grievance Redressal Committee

Sr. No.	Name of the Member	Designation	Contact Number
1	Dr Shubhangee Ramaswamy	Chairperson	8454062888
2	Prof. Sachin Kshirsagar	Secretary	8446644462
3	Prof. Pranjal Jadhav	Member	8983619669
4	Dr. Vinod Mohite	Member	9881248809
5	Ms Prachi Shinde	Student Member	9529277519

Prepared By :- Prof. Sachin Kshirsagar-CEO

Reviewed/Recommended By :- Dr. Mangalgouri Patil, Associate Professor

Approved by :- Dr. Shubhangee Ramaswamy, Incharge-Director IMERT