

Document Number: GCOERC/PGL/11		Date: 14.02.2020
Title: Policy Guideline for Grievance Redressal Committee		
Reference / Inputs:	Grievance raised by stakeholders.	
Outcome of the Document	Record of Action taken.	

1. Introduction

A Grievance Redressal Committee is constituted to redress the grievances and complaints of the stakeholders (students, parents, faculty, staff, etc.). This committee review the complaint received and initiates the necessary actions. Stakeholders can submit their written/online complaints/suggestions which are then taken up to the committee for necessary discussion and actions. Women's grievance complaints will be forward to the WGC committee. All other grievances will be taken up by the Grievance Redressal Committee.

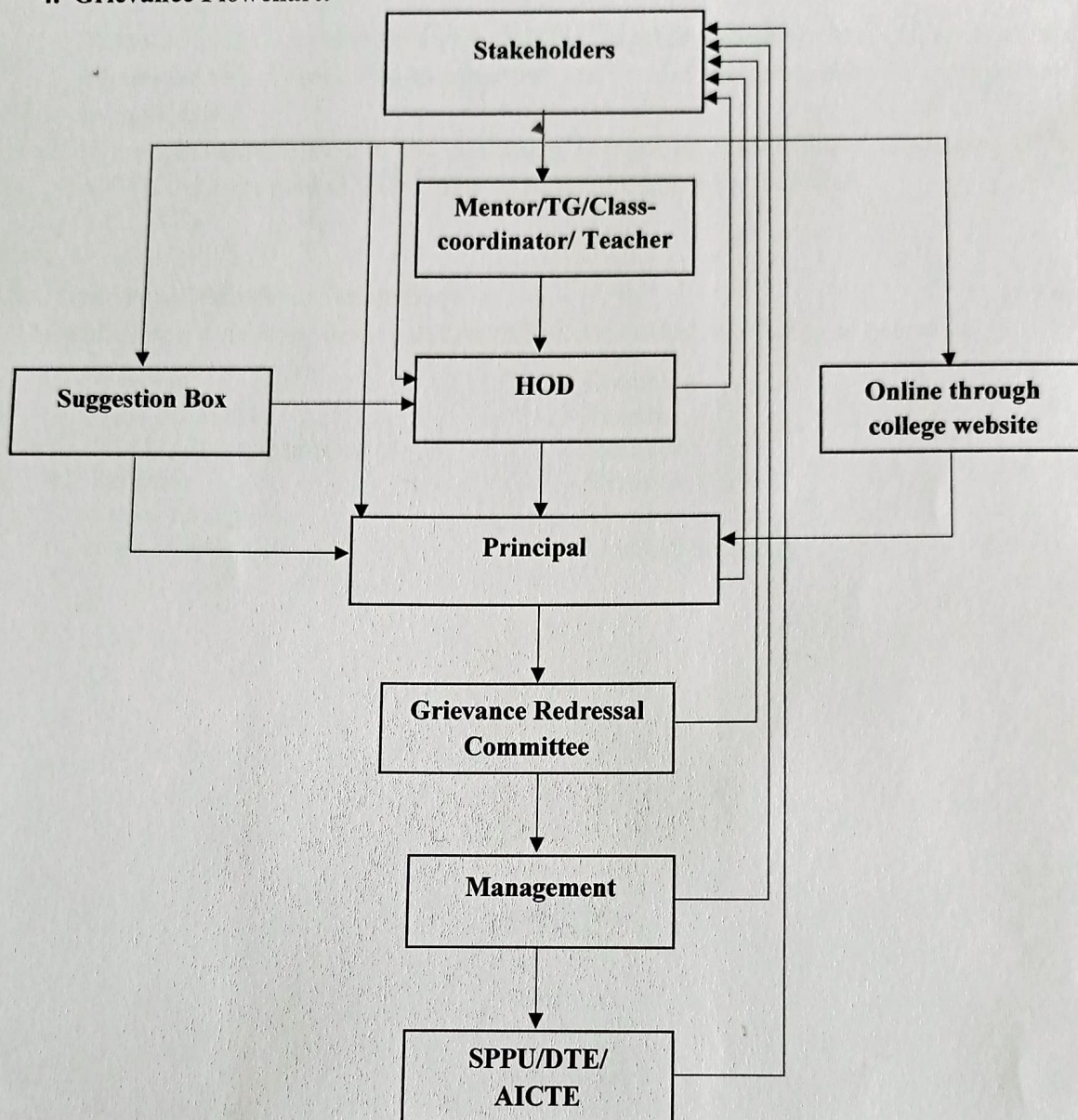
2. Objectives:

- To resolve the complaints
- To maintain the healthy working environment
- Initiate immediate actions for the received complaints

3. Functions:

- The function of the committee is to look into the complaints registered / received
- Anyone with a genuine grievance may approach the committee.
- In case the person is unwilling to appear in self, he/ she requested to submit grievances in writing through suggestion box or online through college website.
- The cases will be attended promptly on receipt of grievances from the stakeholders.
- The Grievance Redressal Committee will assure that the grievances resolved within time.
- The committee will review and investigate all cases and will prepare report and submit the same to the head of the institute.

4. Grievance Flowchart:



5. Grievance Redressal Procedure:

- An aggrieved stakeholder present his/her grievance verbally or in writing to the concerned Mentor/ TG/ Class-coordinator/ Teacher or directly to the head of the department or Principal. If he/she afraid to present grievance in person, then can put grievance in suggestion box available at every floor/department (which will be opened in first week of every month) or lodge online through college website.
- The HOD/ Principal will try to resolve grievance at their level if feasible and inform to concern stakeholder otherwise forward the same to Grievance Redressal Committee.
- Grievance Redressal Committee shall evaluate the case within 8 days after receipt.



- iv. Chairman shall resolve the case in Grievance Redressal Committee meeting and communicate to concern.
- v. If the committee is unable to give feasible/acceptable solution then chairman of the committee will discuss with management and resolve the grievance and communicate to stakeholder.
- vi. If the grievance related to the competent authorities like affiliated university, DTE, AICTE, Management of GGSF may be referred to them for redressal.

6. Grievance Redressal Committee :

There shall be a Grievance Redressal Committee constituted at institute as below:

- | | |
|--------------------------|--------------------|
| 1. Principal | – Chairman |
| 2. Vice-Principal | – Member |
| 3. HOD (All Departments) | – Member |
| 4. Registrar | – Member |
| 5. Senior faculty(1) | – Member |
| 6. Senior faculty(2) | – Member-Secretary |

Dr. Neelkanth G. Nikam
Principal

PRINCIPAL

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