

**Marathwada Mitra Mandal's**  
**COLLEGE OF ENGINEERING, PUNE**

Permanently Affiliated to SPPU | Accredited with “A++” Grade by NAAC  
Recipient of ‘Best college’ award by SPPU | Accredited by NBA (Electrical and Mechanical Engineering)



## **Vision**


**To aspire for the Welfare of Society  
through excellence in Science and Technology.**

## **Mission**

**Our Mission is to**

- ❖ **Mould young talent for higher endeavours.**
- ❖ **Meet the challenges of globalization.**
- ❖ **Commit for social progress with values and ethics.**
- ❖ **Orient faculty and students for research and development.**
- ❖ **Emphasize excellence in all disciplines.**

**Grievance Redressal Cell**  
**Policy**

 <b>Marathwada Mitra Mandal's College of Engineering, Pune</b>		
<b>SoP of Grievance Redressal Cell</b>		
<b>REV No. 02</b>	<b>REVISED ON: 14/12/2023</b>	<b>DOC NO: MMCOE- GRC01</b>
	<b>w.e.f.: 14/12/2023</b>	Page 1 of 3

## Grievance Redressal Cell (GRC)

### Grievance Redressal Mechanism - Students GRC (SGRC) and Faculty and Staff GRC (GRC)

#### 1. OBJECTIVES:

- To ensure a fair, impartial and consistent mechanism for Redressal of varied issues faced by the students, parents and employees.
- To promote cordial Student-Student relationship, Student-teacher relationship, teacher-teacher relationship.
- To develop a responsive and accountable attitude amongst all to maintain a harmonious environment in the college campus.
- To ensure that grievances are resolved timely with complete confidentiality.

#### 2. CONSTITUTION OF THE CELL:




**Ref:** Approval Process handbook 2022-23, Appendix 6 and Appendix 15 - Establishment of Grievance Redressal Committee in the Institution (As per All India Council for Technical Education (Redressal of Grievance of Students) Regulation, 2019 vide F. No.1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019) & All India Council for Technical Education (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021 vide F.No.1- 103/ AICTE/PGRC/ Regulation/2021 dated 25.03.2021

The Cell will work as two independent committees that are specified vide AICTE regulations as mentioned above. They are:

1. Student Grievance Redressal Cell (SGRC)
2. GRC for Faculty and Staff (GRC)

#### 3. FUNCTIONS OF THE CELL:

- To analyse 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.

 Member, GRC Committee	 IQAC Coordinator	 Principal
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- To ensure speedy disposal of every grievance application - within a maximum period of one month of the receipt of application.
- The Grievance Redressal Committees shall meet periodically, examine the nature and pattern of the grievances; and redress it accordingly.

#### 4. STANDARD OPERATING PROCEDURE (SOP):

- Any student or parents or staff member who wants to initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective department/ GRC who will address the issue and try to resolve it.
- If there is no response within the stipulated time from the respective department or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the College Grievance Redressal Cell in formal manner.
- Scrutiny : Grievance Redressal Cell will make a thorough review of the Redressal process.
- Call for hearing: If the Grievance Redressal Cell is not satisfied with the resolution provided by the respective department /individual or upon the grievant's written request, the committee shall fix a date for hearing, and intimate the same to the respective department /individual as well as the grievant.
- Investigation: If a resolution is not achieved through hearing, then it will take necessary steps to conduct an investigation of the facts. Grievance Redressal Cell will have the right to interview witnesses, if it is required.
- On the basis of investigation by Grievance Redressal Cell, a report will be submitted to the Head of Institution. The grievance Redressal cell shall use its best efforts to work out resolutions of the issue.
- Communicating the decision: Upon completion of proceedings, the Head of Institution and Grievance Redressal Cell shall communicate the final decision to both parties.

 Member, GRC Committee	 IQAC Coordinator	 Principal
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- Closure of complaint: The complaint shall be considered as disposed off and closed when: 1. the grievant has indicated acceptance of the resolution; 2. the grievant has not responded within two weeks from the date of receipt of information on resolution.
- The proceedings concerning each grievance will be documented 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 cell, for the purpose of investigation.

Member, GRC Committee

Prepared by:

IQAC Coordinator

Responsible

Principal

Responsible