

## 5.1.5 - Implementation of Grievance Redressal Policy.

### **GRIEVANCE REDRESSAL POLICY**

#### **SIES Graduate School of Technology, Nerul, Navi Mumbai**

##### **Establishment of a Grievance Redressal Committee.**

In order to comply with the AICTE Regulation for addressing, student's /staff's grievance, "Grievance Redressal Committee" of SIES Graduate School of Technology, has been constituted with following members in different positions to enquire the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same.

Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person or convey in writing or through e-mail.

Suggestion / complaint Box has been installed in front of the Administrative Block in which the Students/staff who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.

##### **Objective:-**

The purpose of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. Following objectives are framed for redressing the grievances reported.

- Upholding the dignity of the College by ensuring a strife free atmosphere in the College through promoting cordial Student-Student relationship, Student-Staff relationship and staff-staff relationship.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Advising Students/staff of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.

##### **Scope:-**

The Committee redresses the Grievances received in the following matters:-

- Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial Matters: Related to dues and payments for various items from admission, library etc,
- Other Matters : Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport etc.,



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**Functions:-**

- The cases are attended promptly on receipt of written grievances.
- The Committee formally meets to review all cases, prepares statistical reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

**Procedure:-**

- The details of the members of the grievance redressal committee is to be displayed on the notice board.
- The provision of conveying of grievance is to be available on website or through a drop box placed in the campus.
- GRC is to regularly check the drop box and the responses at the website and conduct a meeting to decide the severity of the grievance and action to be taken.
- Grievances related to fees etc will be taken up only if the relevant financial documents are attached.

Different Statutory committees for Grievance Redressal of the Institute:

1. Internal Complaint Committee
2. Antiragging Committee
3. Grievance Redressal Committee

**1. Internal Complaint Committee**

S. N.	Name of member	Department/ Designation	Mobile number	e-mail id
1	Ms. Asha Raj	Faculty, H&AS	9820817409	asha.raj@siesgst.ac.in
2	Ms. Mrinal Khadse	Faculty, IT	9819344929	mrinal.khadse@siesgst.ac.in
3	Ms. Pranita Mahajan	Faculty, CE	9920188940	pranita.mahajan@siesgst.ac.in
4	Ms. Binaca Verma	NGO	9322222125	varma.binaca@gmail.com



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## 2. Antiragging Committee

S.No.	Name of the Member	Department/ Designation	Phone Number
1	Dr. Vikram Patil	Principal, Convenor	022-61082401
2	Dr. Atul Kemkar	HoD-EXTC, Overall Coordinators	022-6108-2404
3	Dr. Manasi Karkare	Dean, H&AS	022-6108-2408
4	Dr. Rizwana Shaikh	HoD-CE	022-6108-2403
5	Prof. Lakshmi Sudha	HoD-IT	022-6108-2405
6	Prof. Prasad Balan Iyer	HoD-PPT	022-6108-2407
7	Dr. R.S. Nehete	HoD-ME	022-6108-2412
8	Prof. Rajesh Kadu	Asst. Prof. -CE	022-6108-2466
9	Prof. Mahesh Biradar	Asst. Prof. - H&AS	022-6108-2498
10	Prof. Sumitra Padmanabhan	Asst. Prof. - H&AS	022-6108-2453
11	Dr. Smitha Kumar	Asst. Prof. - H&AS	022-6108-2495
12	Mr. Tanmay Kale	STUDENT -BE EXTC	9930009576
13	Mrs. Lakshmi Chaya Kale	PARENT	9029060447
14	Ms. Nikhil Ambati	STUDENT - BE PPT	9975594566
15	Mrs. Sobha Ambati	PARENT	9975594566
16	Ms. Harshita Shetty	STUDENT -BE COMPS	7208668020
17	Mrs. Geeta Shetty	PARENT	9146381313



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### 3. Grievance Redressal Committee

Sr. No.	Name of the Member	Department/ Designation	Office Number	Mobile Number	Email ID
1.	Prof. Shubhangi Kharche	EXTC, Coordinator	022-6108 2463	8652777602	shubhangi.kharche@siesgst.ac.in
2.	Prof. Vandana Sawant	EXTC, Dept Member	022-6108 2463	9820755314	vandana.sawant@siesgst.ac.in
3.	Prof. Savita Lohiya	IT, Dept Member	022-6108 2430	9224366582	savita.lohiya@siesgst.ac.in
4.	Prof. Prachi Shahane	CE, Dept Member	022-6108 2451	9987079653	prachi.shahane@siesgst.ac.in
5.	Prof. Gaurav Fasate	PPT, Dept Member	022-6108 2407	9923441201	gaurav.fasate@siesgst.ac.in
6.	Prof. Ajay Hundiware	ME, Dept Member	022-6108 2491	9423977842	ajay.hundiware@siesgst.ac.in
7.	Prof. Ashwin Chavan	H&AS, Dept Member	022-6108 2495	9022682050	ashwin.chavan@siesgst.ac.in



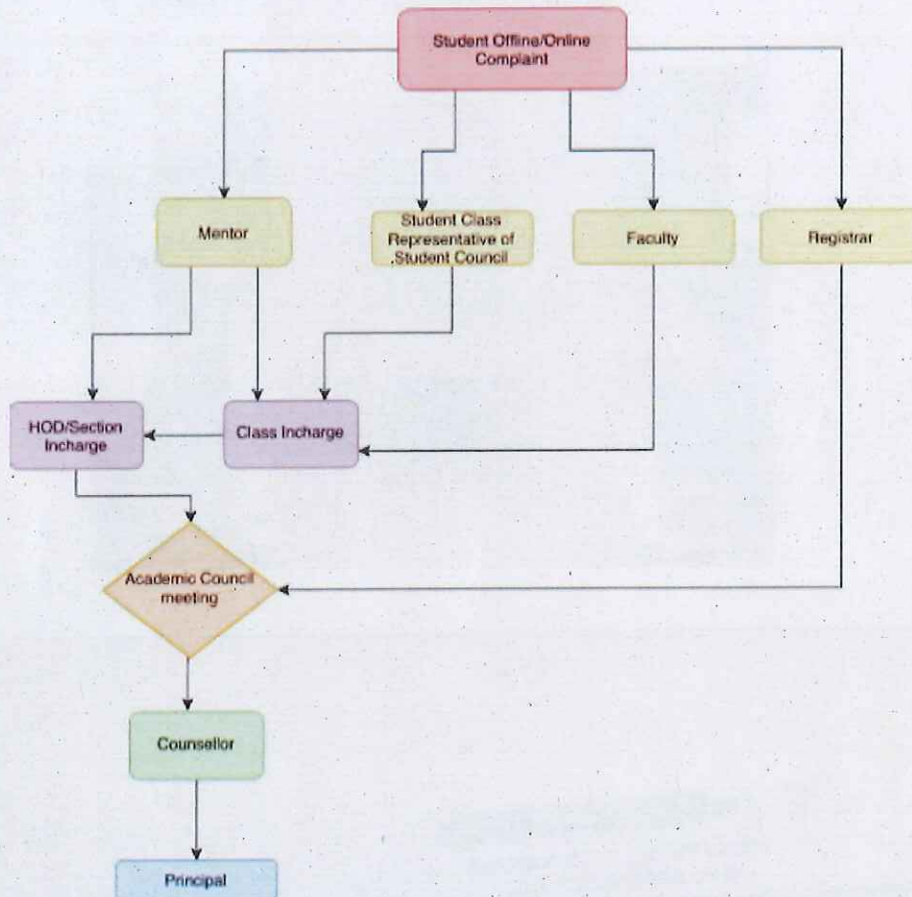
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## Flowchart of Grievance Redressal Mechanism



### SIES Graduate school of Technology Mechanism of Grievance Redressal



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*[Signature]*

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SIES Graduate School of Technology  
Members of Internal Complaint Committee (2018-19)

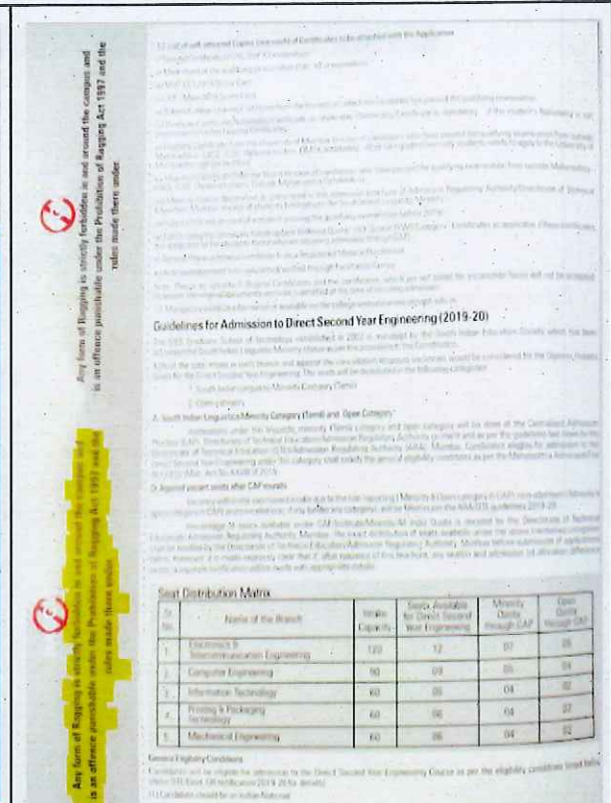
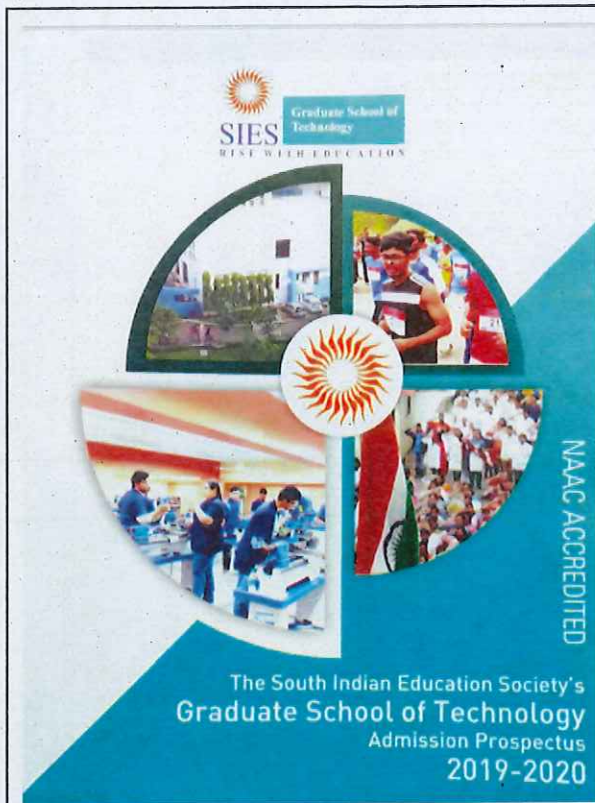
S. No.	Name of member	Designation	Mobile number	E-mail ID
1.	Dr. Shreshth Kulkarni	BOO, IACS	9763144391	drshreshthk@rediffmail.com
2.	Dr. Shivraj Kulkarni	BOO, I.E.S.	9613573114	drshivraj@rediffmail.com
3.	Dr. Pratik Phadnis	BOO, SGT	9890876085	drpratik@rediffmail.com
4.	Prof. Anand Jadhav	IAP Coordinator	9821177051	anand.jadhav@rediffmail.com
5.	Prof. Anand Jadhav	Faculty, IT	9884987411	anand.jadhav@rediffmail.com
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7.	Mr. Anand Jadhav	MOO, IACS	9222221231	anand.jadhav@rediffmail.com



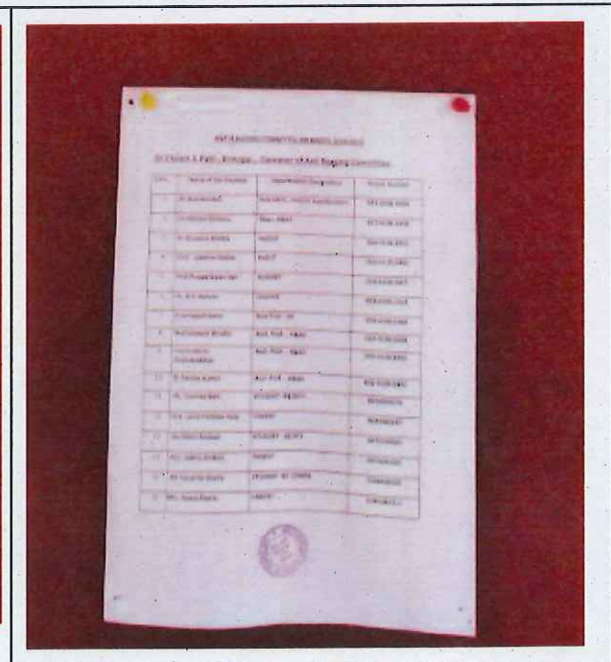
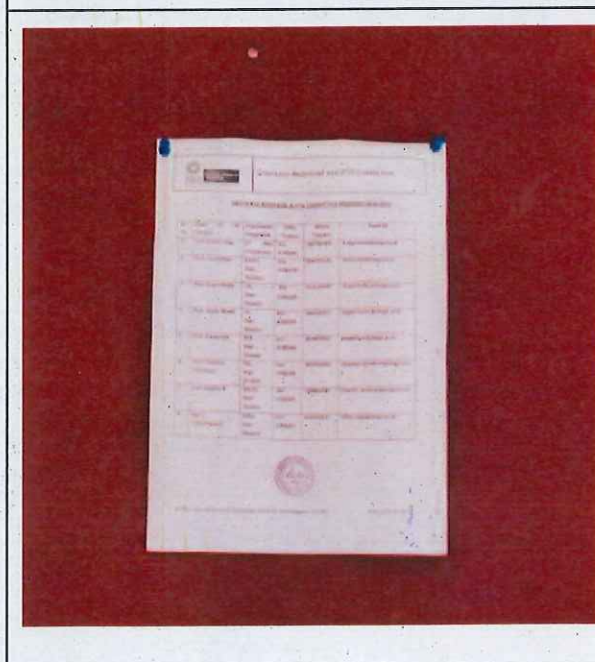
*[Signature]*

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Awareness about Anti - Ragging Norms in the admission prospectus



Antiragging Committee displayed on notice board

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## Quick Links

Anti-Ragging Committee

Grievance Redressal Committee

Internal Complaint Committee

Feedback

### Committees displayed on Website



Principal

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