



Pune District Education Association's
**INSTITUTE OF TECHNICAL EDUCATION,
RESEARCH & MANAGEMENT**

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Students' Grievance Redressal Cell (2024-2025)

The Student's Grievance Redressal Cell desires to promote and maintain a conducive and unprejudiced educational environment.

- **The objectives of Students Grievance Redressal Cell include the following:-**
 - **To support, those students who have been deprived of the services offered by the College, for which he/she is entitled.**
 - **To make officials of the College responsive, accountable and courteous in dealing with the students.**
 - **To ensure effective solution to the student's grievances with an impartial and fair approach.**
- The Cell enables a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College. 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".
- Grievances otherwise received were forwarded to the chairman of the cell for immediate redressal. In all such cases prompt action were taken and the matter sorted out. In all cases the aggrieved student was informed of the measures taken and checks in the system were introduced to ensure there was no repetition of the same.
- **Functions: -**
 1. **Redressal of Students' Grievances to solve their academic and administrative problems.**
 2. **To co-ordinate between students and Departments / Sections to redress the grievances.**
 3. **To guide ways and means to the students to redress their problems.**

Students' Grievance Procedure: -

- The grievance procedure is a machinery to sort out the issues between student and college. It is a means by which a student who believe that, he / she has been treated unfairly with respect to his / her academic / administrative affairs or is convinced to be discriminated is redressed. It is a device to settle a problem. It enables to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college. It involves a process of investigation in which 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Matters are disclosed to only those, who have a legitimate role in resolving the matter. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".
- The students are ought to lodge their grievances in the prescribed form available with their HOD (s) of the respective department. The form, duly filled, is required to be submitted in the drop box placed outside the Principal's office. The secretary in turn intimates the matter to the committee for necessary action. Final report based on grievance

received and resolved will be submitted to the Principal and further course of action will be decided and the same shall be intimated to the students.

▪ **Exclusions: -**

○ **SGRC shall not entertain following issues.**

1. Decisions of the CDC and academic committee constituted by the college.
2. Decisions with regard to award of scholarships / fee concessions / awards / medals.
3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the college in admissions of my courses.
5. 5. Decisions of the competent authority on assessment and examination result.

- Grievances otherwise Received were forwarded to the vice - Principals for Immediate Redressal. In all such cases prompt action were taken and the matter sorted out. In all cases the aggrieved was informed of the measures taken and checks in the system were introduced to ensure there was no repetition of the same.

▪ **Grievance Redressal Committee**

Sr No	Name	Designation	Position
1	Dr. Santosh Khalate	Acting Director	Chairman
2	Prof. Ajit Patange	Assistant Professor	Secretary
3	Prof. Pooja Prajapati	Assistant Professor	Member
4	Mrs. Mohini Kadam	Jr. Clerk	Member
5	Mrs. Kirti Pasalkar	Librarian	Member