



**BHARATI VIDYAPEETH'S
COLLEGE OF ENGINEERING FOR WOMEN
(AFFILIATED TO SAVITRIBAI PHULE PUNE UNIVERSITY)**

STUDENTS' GRIEVANCE REDRESSAL POLICY

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1. INTRODUCTION:

The Institute has formed **STUDENTS' GRIEVANCE REDRESSAL COMMITTEE (SGRC)** As per the circular of **AICTE dated on 22/07/2019, circular number F.No. 1-101/PGRC/AICTE/Regulation/2019-** In exercise of the power conferred under clause (1) of Section 23 of the All India Council for Technical Education, Act, 1987 (52 of 1987), and in supersession of the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulation 2012, the All India Council for Technical Education makes the following Regulations, namely:

- a. These regulations shall be called as the All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019.
- b. They shall apply to all Technical Institutions recognized or approved by the All India Council for Technical Education as per Section 10(k) of the All India Council for Technical Education Act, 1987.
- c. They shall come into force from the date of their publication in the Official Gazette.

2. OBJECTIVE:

To provide opportunities for redressal of certain grievances of students already enrolled.

3. DEFINITIONS:

- (a) "Act" means the All India Council for Technical Education Act, 1987;
- (b) "Council " means the All India Council for Technical Education
- (c) "UGC" means University Grants Commission
- (d) "Technical Education" means programs of education as defined under section 2(g) of the All India Council for Technical Education, Act, 1987
- (e) "Technical Institution" means an Institution as defined under section 2(h) of the All India Council for Technical Education, Act, 1987;
- (f) "aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- (g) "Grievance" means and includes, complaint(s) made by an aggrieved student in respect of the following namely:
 - i. complaints of alleged discrimination of students from Scheduled Castes, Scheduled Tribes, Other Backward Classes, Women, Minority or persons with

disabilities categories;

- ii. denial of quality education as promised at the time of admission or required to be provided; and
 - iii. harassment or victimization of a students, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force; and
- (h) "Student Grievance Redressal Committee" means a Committee constituted under these Regulations;
- (i) "State" means a State specified in the First Schedule to the Constitution and includes a Union territory;
- (j) "Students" means a person enrolled, or seeking admission to be enrolled, in any institution to which these regulations apply;

4. MECHANISM:


- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Student Grievance Redressal Committee (SGRC).
- (ii) The institution shall constitute Student Grievance Redressal Committee (SGRC) with the following composition, namely:
 - a. Principal of the college - Chairperson;
 - b. Three senior members of the teaching faculty to be nominated by the Principal - Members and out of three one member shall be female and other from SC/ST/OBC category;
 - c. A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities- Special Invitee.
- (iii) The term of the members and the special invitee shall be of two years.
- (iv) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (v) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (vi) The SGRC shall send its report with recommendations, if any, to the concerned institution and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

5. IMPLEMENTATION AT INSTITUTE LEVEL

- (i) The institution have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, SGRC refer the complaint to the appropriate Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) Also Student Grievance Redressal Committee (SGRC) conducting two meetings in every semester. The first meeting is conducting at the beginning of the semester and second meeting at the end of semester.
- (iv) SGRC/ Institute has setup the mechanism at college level for the implementation of policies regarding student grievances.
- (v) Grievances raised by students are categorically resolved through different sections and cells.
- (vi) SGRC have different cells and sections such as Reservation Cell (SC/ST), OBC CELL, Anti-Ragging Committee, Minority Cell, Account section, Scholarship section, college development Committee etc. at institute level.
- (vii) The Student Grievance Redressal Committee, as the case may be, arranging a meeting/date for hearing the complaint which shall be communicated to the related section and the aggrieved student.
- (viii) An aggrieved person may appear either in person or authorize representative to present the case.


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Internal Complaint Committee

Establishment of Committee

As per the guidelines and regulations laid by Maharashtra State Commission for Women (MSCW), an Internal Complaint Committee (ICC) is made mandatory to be formed at every educational institute. The ICC was formed at BVCOEW, Pune on 27th February 2017 with an inauguration function and a half day workshop on sexual harassment and awareness. This committee is setup in the view of giving guidelines about sexual harassment at workplace and helping a victim against it. This committee also ensures prevention, prohibition and redressal of sexual harassment. Reconstitution of the committee was done on 25th February 2021.

The students can drop in their complaints in written form in the drop box provided and also contact the ICC members for any kind of help they require.

Objectives

- Internal Complaint Committee constituted by an HEI under sub regulation (I) of regulation 4 of these regulations. Any existing body already functioning with the same objective (like the Gender sensitization Committee Against Sexual Harassment (GSCASH) should be reconstituted as ICC
- Improving the status and dignity of women in the society.
- Investigate into practices derogatory to women and suggest suitable remedial measures.
- Effectively monitor implementation of laws affecting women.

Activities

- Provide assistance if an employee or a student chooses to file a complaint with the police.
- Provide mechanism of dispute redressal and dialogue to anticipate and address issues.
- Protect the safety of the complainant.
- Ensure victims and witnesses get proper treatment.

Committee Members

S. No.	Name	Designation	Mobile No.
1	Prof. Dr. Chorage S.S.	Presiding officer	988171562
2	Prof. Khot S.T.	Sr. Faculty Member	9881490761
3	Ad. Supriya Kothari	Advocate Member	-
4	Dr. Jadhav S.S.	Faculty Member	7506033887
5	Mrs. Atre S.V.	Non Teach.Member	9730749402
6	Mrs. Pawar Sujata A.	Non Teach.Member	8668296494
7	Miss. Gosavi Aditi A.	Student Member	9479472155
8	Miss.Bahekar Angha R.	Student Member	9325236400
9	Miss.Pardeshi Samiksha P.	Student Member	9420873914

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Anti-Ragging Committee

1. Establishment of Anti Ragging Committee (As per All India Council for Technical Education notified Regulation for prevention and prohibition of ragging in AICTE approved Technical Institutions vide No. 37-3/ Legal/ AICTE/ 2009 dated 01.07.2009) and UGC Regulation issued in this regard.*

a. Structure of Anti Ragging Committee: Every Institution/ University including Institution Deemed to be University imparting Technical Education shall constitute a Committee to be known as the Anti-Ragging Committee to be nominated and headed by the Head of the Institution, and consisting of representatives of Civil and Police Administration, Local Media, Non-Government Organizations involved in youth activities, representatives of Faculty members, representatives of parents, representatives of students belonging to the fresher's category as well as senior students, non-teaching staff and shall have a diverse mix of membership in term of Level as well as gender.

b. Prevention and Prohibition of Ragging: In view of the directions of the Honorable Supreme Court in SLP No. 24295 of 2006 dated 16-05-2007 and in Civil Appeal number 887 of 2009, dated 08-05-2009, to prohibit, prevent and eliminate the scourge of ragging, in exercise of the powers conferred under Section 23 read with Section 10 (b), (g), (p) and (g) of AICTE Act, 1987, the All India Council for Technical Education has notified Regulations for prevention and prohibition of ragging in AICTE approved Technical Institutions vide No. 37-3/ Legal/ AICTE/ 2009 dated 01.07.2009 available on AICTE Web-Portal [http:// www.aicte-india.org/ anti.htm](http://www.aicte-india.org/anti.htm)>download. All AICTE approved Technical Institutions have to comply with the provisions made in the above Regulations.

Any violation of above AICTE Regulations for the prevention and prohibition of ragging, shall call for punitive action against erring Institutions as per the provisions made in the above said Regulations.

The Institutions shall have to step up Anti-Ragging mechanism by way of adequate publicity through various mediums:

1. Constitution of Anti-Ragging Committee and Anti Ragging Squad;
2. Setting up of Anti-Ragging Cell;
3. Installing of CCTV cameras at vital points;
4. Anti-Ragging Workshops;
5. Updating all Web sites with Nodal Officers complete details, alarm bells etc.
6. Regular interaction and counselling with the students;
7. Identification of trouble-triggers;
8. Mention of Anti-Ragging warning in the Institution's prospectus and information Booklets/Brochures shall be ensured; and
9. Surprise inspection of hostels, student accommodation, canteens, rest cum recreational rooms, toilets, bus-stands and any other measures which would augur well in preventing/ quelling ragging and any uncalled-for behavior / incident shall be undertaken.

c. Students in distress due to ragging related incidents can call the National Anti-Ragging Helpline No. 1800-180- 5522 (24x7 Toll free) or e-mail: helpline@antiragging.in.

d. The Institution approved by AICTE may be requested to hold Workshops and Seminars on eradication of ragging in higher Educational Institutions. They may be requested to display Anti Ragging posters at all prominent places such as Admission Centre, Departments, Library, Canteen, Hostel, Common facilities etc. The size of posters should be 8'x6'.

e. The Institution may be requested to submit an online compliance of Anti-Ragging Regulations on curbing the menace of ragging in the Technical Institutions, 2009 at www.antiragging.in.

f. Institutions may be requested to make it compulsory for each student and every parent to submit an online undertaking every academic year at www.antiragging.in and www.amanmovement.org.

g. Further, the attention of all the Institutions may also be invited to the Third amendment to UGC Regulations dated 29th June, 2016 expanding the definition of ragging by including the following:

"3 (i) any act of physical or mental abuse (including bullying and exclusion) targeted at another student (fresher or otherwise) on the ground of color, race, religion, caste, ethnicity, gender (including transgender), sexual orientation, appearance, nationality, regional origins, linguistic, identity, place of

birth, place of residence or economic background”.

Anti-Ragging Committee

Establishment of Committee - A.Y. 2014

Objectives

- To Prevent, Prohibit, and Redress any and all forms and instances of Ragging in the College
- To educate the students on the meaning of ragging and what constitutes it
- To educate the students on the ill-effects of ragging and the consequences, including legal Consequences of indulging in ragging.
- To keep a continuous watch and vigil over ragging so as to prevent its occurrence and Recurrence.

Activities


- To consider the complaints received from the students and conduct enquiry and submit report to the Anti-Ragging Committee along with punishment recommended for the offenders
- Oversee the procedure of obtaining undertaking from the students in accordance with the

Provisions


- Conduct workshops against ragging menace and orient the students
- To provide students the information pertaining to contact address and telephone numbers of the person identified to receive complaints/distress calls
- To create awareness among the students about Anti ragging
- To take all necessary measures for prevention of Ragging inside the Campus/ Hostels

Committee Members

Sr. No.	Name	Designation	Mobile No.
1	Prof.Dr.S.R.Patil(Principal)	Chairman	9423211277
2	Prof. Diksha Chopade	Member	8390703820
3	Mr. S.J. Deshmukh	Member	9767436197
4	Prof.Shailaja Sawant	Hostel Rector	8788904975
5	Mrs.K.U.Patil	Government Officer	7588274710
6	Mrs.Ashwini Patil	Police Sub Inspector	9923179323
7	Mr. Bajarang Nimbalkar	Local media	9823483788
8	Raja ram Madhukar Vir	NGO	9850256197
9	Miss.Mrunal Bhavsar	Student	8237818846
10	Miss.Amruta Shinde	Student	7350633666
11	Miss.Megha Agrawal	Student	8600554687
12	Miss.Aishwarya Hatkar	Student	9359924163
13	Mr.S.H.Deshmukh	Parent	9823241757


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