



BHARATI VIDYAPEETH'S
COLLEGE OF ENGINEERING FOR WOMEN, PUNE

Pune-Satara Road, Dhankawadi, Taluka – Haweli, Dist.- Pune
Accredited by NAAC, Affiliated to Savitribai Phule Pune University (SPPU)
Approved by DTE. Govt. Of Maharashtra and AICTE, New Delhi
DTE Institute Code-EN6285, Pun Code-PU/PN/Engg. /150/2000

E-mail: -coewpune@bharatividyaapeeth.edu

Website: - <http://coewpune.bharatividyaapeeth.edu>

STUDENTS' GRIEVANCE REDRESSAL POLICY

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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STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

Establishment of SGRC

The Institute has formed Students' Grievance Redressal Committee (SGRC) in 2018-19 and SGRC reconstitution is done in 2021-22. The Students' Grievance Redressal Committee attend grievances and complaints raised by the student or student group. The SGRC works with student centric approach and focused to resolve their grievances and get a satisfactory solution.

Objectives

- To develop a platform for the students to report grievances if any
- To develop a confidence and feeling fair, equitable for a justice among students.
- The main purpose of SGRC is to review a complaint and to find the solution for grievances regarding ragging, physical or mental harassment, complaints regarding class room teaching, class room management, completion of syllabus, teaching methodology, infrastructure maintenance etc.
- Students can raise the suggestions or complaints by individually or group.
- The SGRC judge its merit of the grievance.
- To ensure the effective solution of the grievances and complaints based on its merit.

Formation of the SGRC

1. Principal of the Institute (Chairperson)
2. One Members from each Department
3. One Student from each Department

Activities of SGRC

- 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.



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- SGRC includes students of each department including first year engineering, All GFMs and committee members.
- In meeting complaints or suggestions raised by students are discussed as well as possible solutions are also discussed and forwarded to concern authority.

Committee Members:

Sr. No.	Name of the member	Designation	Mobile No.
1	Prof. Dr. S. R. Patil	Chairman	9423211277
2	Prof. S. R. Mitkari	Member	9960687039
3	Prof. K. S. Warke	Member	9922414563
4	Prof. S. A. Sagar	Member	9607557103




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Minutes of meeting summary:

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.

Points of discussion consists of

- 1) Any complaint from students or group of students.
- 2) Hostel
- 3) Classroom management
- 4) Teaching and Syllabus
- 5) Harassment


The summary of meetings during the last two years is as follows.

Minutes of Meeting

Meeting Number	Discussions	Action Taken
2021-22 (Sem II)		
1.	Discussion about classroom management raised suggestion of smart classroom from students.	Smart boards are installed in some of the classrooms.
2022-23 (Sem I)		
1.	a) Cleanliness of classrooms b) Increase in library hours	a) All suggestions are forwarded to higher authority. b) Library hours are extended during exam period.
2.	Cleanliness of washrooms on daily basis with uninterrupted water supply	Suggestion is forwarded to higher authority
2022-23 (Sem II)		
1.	Requirement of smart boards in all classrooms	Suggestion is forwarded to higher authority and smart boards are installed in all classrooms
2.	No suggestion/complaints	NIL

2023-24 (Sem I)		
1	Maintenance of tube lights and fans in classrooms as well as laboratories.	Suggestion is forwarded to Salunke sir for regular maintenance lights and fans.
2	Query related to fee payment in online mode	Query is forwarded to account section.
2023-24 (Sem II)		
1	Regular cleaning of all classrooms, labs. Extra practical sessions.	Suggestions are forwarded to higher authority




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