



GRIEVANCE REDRESSAL POLICY DOCUMENT

Grievance Redressal Mechanism - Faculty and Staff

Priyadarshini Bhagwati College of Engineering, Nagpur, firmly believes that it is crucial for a person's overall growth to be aware of their fundamental requirements and to protect their civil liberties. As per the F. No. 1-103/AICTE/GRC/Regulation/2021 of the All-India Council for Technical Education, notification dated March 22, 2021, 'A Grievance Redressal Committee (GRC) for faculty/staff members has been constituted. The committee aims to provide opportunities for redressal of certain grievances of Faculty/Staff.

1. Objectives:

The following are broad objectives for handling the grievances:

- To always provide fair and equal treatment to all grievances without bias.
- To ensure that all issues raised by any stake holder are dealt with courtesy and resolved in stipulated timelines. To develop an adequate and timely organizational framework, to promptly address and resolve grievances fairly and equitably
- To provide enhanced level of faculty / staff satisfaction
- To provide easy accessibility to all the grievances for an immediate grievance redressal
- To put in place a monitoring mechanism to oversee the functioning of the grievance handling policy.

2. 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.
- To ensure speedy disposal of every grievance application - within a maximum period of one month of the receipt of application.
- o The Grievance Redressal Committees shall meet periodically, examine the nature and pattern of the grievances; and redress it accordingly.

3. How to raise the grievance

The complainant can raise grievances through the following modes:

Phone Call: Message/Call to contact number specified on institute website to register the complaint.

Email: The complainant may raise the grievance on email id specified on institute website to register the complaint.

Letter: The complainant can write a letter to the authorities to the coordinator of grievance committee.

TE: Complainant may also register the grievance to AICTE centralized support system portal (<https://css.aicte-india.org/login>).

4. Maintenance of records of grievance and reporting

Coordinators of concern grievance committee preserve all records pertaining to grievance/complaint received and closure of the grievance. The complaint shall be transferred to the concerned intermediary within three working days; however, resolution time shall not exceed 90 days from the date of the receipt of the complaint from the complainant.

5. Closure of grievance

Every grievance shall be disposed of within a period of 90 days of its receipt and a final reply shall be informed to the complainant, containing details of resolution or rejection of the complaint, with reasons thereof recorded in writing.

6. Escalation of grievances

The stake holders whose grievance has not been resolved by the intermediary within ninety days from the date of receipt or who is not satisfied with the resolution provided by the respective committee shall prefer an appeal to the head of the institution against the concerned intermediary or any other officials.

7. Policy to handle major grievances

Major grievance such as problem involving legal matters is referred to the management of the institute. Appropriate action is carried out as per guidance provided by the management.

In case grievance involves external agencies, matter is referred to appropriate authorities for further action.

M. Shende

Principal

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