

**OMBUDSMAN AND
GRIEVANCE
REDRESSAL
COMMITTEE
AY 2017-18**



Shri Vile Parle Kelavani Mandal's
Institute of Technology ,Dhule.

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Approved By AICTE, DTE & DBATU

Grievance Redressal Policy

A- For Employees

1. Introduction

Individual Employee grievances and complaints which are primarily a manifestation of their dissatisfaction about working conditions, managerial decisions, if not promptly attended to may affect morale and productivity.

2. Objective

The objectives of the grievances process will be to settle:

- i. Grievances of the employees in the shortest possible time.
- ii. At the lowest possible management level.
- iii. With appellate stages so that it is fair, transparent and reasonable.

3. Eligibility & Applicability

All employees on regular rolls of the institute including contract employees.

4. Scope and Coverage

4.1 Grievance for the purpose of this policy would mean dissatisfaction arising out of the decision of the Management concerning the employee.

4.2 Grievances for the purpose of this policy will cover individual grievances such as:

- Payment of Salary
- Recoveries of dues etc.
- Increment
- Working conditions/Health & Safety
- Leave
- Medical Insurance / facilities
- Promotion



- Administration or Academic issues
- HR Policy administration
- Compensation & Benefits
- Related to Appraisals
- Reimbursements
- Interpersonal Conflicts/Issues with the HOD or team members
- Only grievance affecting an individual employee may be raised.

5. Procedure for handling Grievances

- i. The individual can raise grievance according to this procedure:
- ii. The aggrieved employee may take up the grievance in writing with the HOD, who must try to resolve the grievance at that level.
- iii. In case the employee is not satisfied with the redressal of the grievance he/her may submit the grievance, in writing, to the Principal.
- iv. The Principal will record comments on the grievance form after making necessary enquiries and discuss with HOD.
- v. The employee who is not satisfied with the decision of the Principal will have an option to appeal to Chairman with the detailed reasons for the appeal.
- vi. The Chairman will take a decision and communicate the same and the decision will be final and binding.

6. The Composition of the Grievance Cell is as follows: –

Sr. No	Name of Person	Designation
1	Mr. Sham D. Patil	Retired Professor
2	Dr. Nilesh Salunke	Principal
3	Dr. Tushar Shinde	Assistant Professor (Chemistry)
4	Mr. Jameel Ansari	Assistant Professor (Mathematics)
5	Mr. Mohammad Junaidudin	Assistant Professor (Mechanical)
6	Mr. Girish Patil	Assistant Professor (Physics)



B- For Students

1. Introduction

The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the head of the institute. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at Administrative Block. Grievances may also be sent through e-mail to the head of the institute.

2. Objective:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Cell should be constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising All the Students to refrain from inciting Students against other Students, teachers and College administration
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

3. Scope:

The cell will deal with Grievances received in writing from the students about any of 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 library, hostels etc.
- **Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

4. Functions:

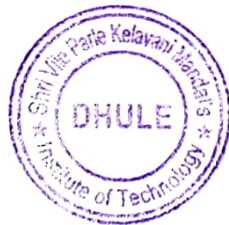
- The cases will be attended promptly on receipt of written grievances from the students
- The cell formally will review all cases and will act accordingly
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

5. Procedure for lodging complaint:

- The students may feel free to put up a grievance in writing / or in the format available in the admin department and drop it in boxes or via sending e-mail at anmol.suryavanshi@svkm.ac.in
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

6. The Composition of the Grievance Cell is as follows: –

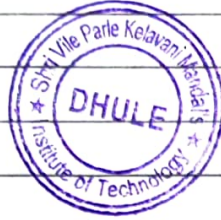
Sr. No	Name of Person	Designation
1	Mr. Sham D. Patil	Retired Professor
2	Dr. Nilesh Salunke	Principal
3	Dr. Tushar Shinde	Assistant Professor (Chemistry)
4	Mr. Jameel Ansari	Assistant Professor (Mathematics)
5	Mr. Mohammad Junaidudin	Assistant Professor (Mechanical)
6	Mr. Girish Patil	Assistant Professor (Physics)



Date 26/01/18

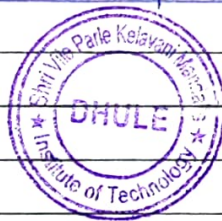
Notice.

All the members of OMBUDSMAN & Grievance Redressal committee should attend meeting scheduled on 26/01/18 in class-room 1 at a 11:00 am.



Dr - Nilesh Salunke
Principal
SVKM's Institute of Technology, Dhule

Sr. NO	Name of person	sign
1	Mr. Sham D. Patil	
2.	Dr. Nilesh Salunke	
3.	Dr. Jushar Shinde	
4.	Mr. Jameel Ansari	
5.	Mr. Mohammad Junaidul In	
6.	Mr. Girish Patil	



OMBUDSMAN & GRIEVANCE REDRESSAL COMMITTEE







In order to ensure transparency by Technical Institution imparting technical education, in admissions and with paramount Objectives of preventing unfair practices and to provide a mechanism to students for redressal of their grievances, AICTE has notified regulation for establishment of mechanism for Grievances Redressal committee and OMBUDSMAN for all the AICTE approved technical Institution vide NO - 37-3 / Legal / 2012 dated 25/05/2012.

MINUTES

minutes of the 1st Meeting of OMBUDSMAN & Grievance Redressal committee for the academic year 2017-2018, was scheduled on 19-01-2018 in classroom I. The meeting was started at 11.00 am.

Initially Principal, Dr Nilesh Salunke welcomed all the members. Afterwards the meeting started by taking the agenda for consideration. Agenda of meeting is as follows -

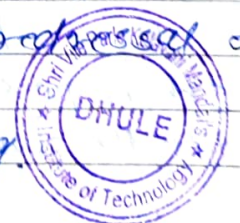
Composition of committee

Sr NO	Name of person	Designation	Sign
1	Mr. Shyam D. Patil	Retired Professor	
2	Dr. Nilesh Salunke	Principal	
3	Dr. Tushar Shinde	Assistant Professor [Chem]	
4	Mr. Jameel Ansari	Assistant Professor [Math]	
5	Mr. Mohammed Junaid	Assistant Professor [Ply]	
6	Mr. Ginnish Patil	Assistant Professor [Ply]	

Duties/Responsibilities/Activities of the committee.

- It shall work transparency in admission procedure.
- To prevent unfair practices in the institution.
- To provide a platform to students for redressal of their grievances.

Discussion on policy making / framing.



Grievance may be due to following Reasons

- Admission Process
- Academic
- Non-Academic
- Grievance related to charging of fees
- Grievance regarding conducting of Examinations
- Harassment by colleague students or the teachers etc.

The Committee members are selected from the teaching staff members and with the regular meeting held the following procedure is framed.

- The committee will monitor admission process, regular academic practices and finance related issues.
- The student will report in written letter about their Grievance to any of the committee members.
- Then the member who have been informed about the problem will report to all the other members of the committee.
- A meeting will be held with all the committee member to discuss over the issue report.
- The the victim and the suspect will be called by the committee member and the matter will be heard in detail from both the ends separated.
- Then Again a meeting will be held to discuss the issues with the point of view of both person to take a proper action.
- Whether the suspect is really found guilty or not, and is there any scope of improvement.
- If an pf found guilty, a written letter will be taken from the person who is proved guilty saying that what he have committed.
- family members of the person found guilty will be called to discuss their issues.
- A view of the student will be taken from the family members before given any punishment.

The issues and the Name of the person (victim or suspect) will not be revealed by the committee members to any other person.

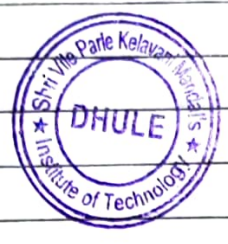
With the above discussion the meeting ended at 12:00 pm by date of _____



Dr. Nilesh Salunke
Principal
SVKM'S INSTITUTE OF TECHNOLOGY, DHULE

Notice.

All the members of committee for SC/ST (schedule castes and the scheduled tribes) should attend meeting scheduled on _____ in principal's office at 2.00 pm.



Bahukhe
Dr Nilesh Salunke
Principal
SVKM's Institute of Technology, Dhule

Sr NO	Name of person	Sign
1	Mr. Sham D. Patil	<i>(Signature)</i>
2	Dr. Nilesh Salunke	<i>Bahukhe</i>
3	Dr. Tushar Shinde	<i>Shinde</i>
4	Mr. Jameel Ansari	<i>Ansari</i>
5	Mr. Mohammed Junaiduln	<i>(Signature)</i>
6	Mr. Girish Patil	<i>Patil</i>



OMBUDSMAN & GRIEVANCE REDRESSAL COMMITTEE

MINUTES OF MEETING

Minutes of the 2ND Meeting of OMBUDSMAN & Grievance Redressal committee for the academic year 2017-2018, was scheduled on _____ in principal's office. The meeting was started at 2.00 am.

following members were present.

Sr No	Name of Person	Designation	Sign
1	Mr. Shyam D. Patil	Retired Professor	
2	Dr. Nilesh Salunke	Principal	
3	Dr. Jushayshande	Assistant Professor	
4	Mr. Jameel Ansari	Assistant Professor	
5	Mr. Mohammed Junaid	Assistant Professor [Mech]	
6	Mr. Girish Patil	Assistant Professor [Phy]	

Following points were discussed

- The committee discussed regarding admission process, regular academic practices and finance related issues.
- some students were having difficulties academic fees which was solved and grace period was given to them.
- committee discussed regarding framing policies for next academic session.
- No grievance was reported.

The issues and the name of the person (victim or suspect) will not be revealed by the committee members to any other person.

will the above discussion the meeting ended at 2.30 p.m by vote of thanks



Dr. Nilesh Salunke.
Principal
SVKM's Institute of Technology, Dhule

Date 19/02/2018

The ombudsman & Grievance Redressal Committee meeting was held on 17/02/2018 at 3:00 p.m in the principal's cabin.

Agenda

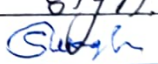

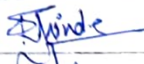


- * To discuss the grievance of individual staff members and propose their redressals.
- * Seating arrangement of Newly joined faculties.

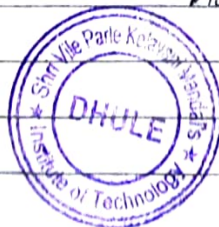
Minutes of the meeting.

Following points were discussed during the meeting.

- * Some of the Newly joined faculties were asking about the seating arrangement.
- * Management ensured to provide a proper seating arrangement according to their department within a couple of days.
- * This seating arrangement was planned by the principal.
- * Some faculties reported that there is a discontinuous services of the internet connection.
- * The principal ensured the concern persons that this problem of internet connection will be fixed permanently shortly and work in progress is the reason behind this.

Committee Members

SR-NO	Name	Designation	Sign
1	Mr Suresh wagh	Advocate	
2	Dr Nilesh salunke	Principal	
3	Dr Tushar shinde	Assistant professor	
4	Mr. Mohammed Juneduddin	Assistant professor	
5	Mr Anish patil	Assistant professor	



Date - 16/04/2018

The students Grievances & Redressal Committee meeting was held on 14/04/2018 at 4.00 p.m. In the principal cabin

Agenda

- * Redressal of the grievances discussed in the meeting held on 17/02/2018
- * New Grievance and their redressals.

Minutes of the meeting

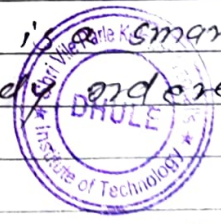
Following points were discussed during the meeting.

Redressals of the grievances discussed in the meeting held on 17/02/2018

- * All the faculties were assigned the proper seating arrangement according to their departments.
- * The internet connection problem was fixed.
- * SVKM's IOT Campus is now having WIFI and LAN connection facilities across of the places.

New grievances

- * Department coordinators asked for a peon per department
- * The chairman ensured to supply one peon per department.
- * Some projectors of the class rooms were not working properly.
- * The principal revealed that there is a Smart Board for very class rooms. already ordered one will be available soon.



Committee Members

Slr	Name	Designation	Sign
1	Mr. Suresh Wagh	Advocate	Suresh Wagh
2	Dr Nitesh Salunke	Principal	Salunke
3	Dr Tushar Ghirde	Ass. Professor	Ghirde
4	Mr. Mohammed Jumeeduddin	Asst Professor	Jumeeduddin
5	Mr. Girish Patil	Asst. Professor	Patil