



# AISSMS COLLEGE OF ENGINEERING

ज्ञानम् सकलजनहिताय  
Accredited by NAAC with "A+" Grade



Ref. No. :AISSMSCOE/PRIN/ 173 /2021-22

Date: 02/02/2022

## OFFICE ORDER

Subject: Appointment of Grievance Redressal Committee (GRC)

- Reference: 1. This office letter No. AISSMSCOE/PRIN/122/2021-22, dated 10.08.2021  
2. This office letter No. AISSMSCOE/PRIN/609/2021-22, dated 16.11.2021  
3. AICTE-Approval Process Hand Book -2021-22  
4. The Gazette of India, AICTE Notification dated 22.03.2021.

As per the requirement of All India Council for Technical Education (AICTE), New Delhi, regarding formation of Grievance Redressal Committee (GRC) at our College. The following Grievance Redressal Committee (GRC) is constituted.

Sr. No.	Name of the staff Member	Designation	Duties to be performed
1.	Dr. Dattatraya Shankar Bormane (Principal of the Institution)	Principal, AISSMS COE Pune.	Chairman
2.	Dr. Dnyandeo Krishna Shedge (Senior Professor of affiliating University)	Professor in Electronics & Telecommunication Engineering, AISSMS IOIT, Pune	Member
3.	Ex-Officio (State DTE Nominee)	--	Member
4.	Dr Deepak Vitthal Nighot (Senior Faculty)	Associate Professor in Chemistry, AISSMS COE,Pune	Member

A complaint from an aggrieved faculty / staff member relating to the institution shall be addressed to the Chairperson, Grievance Redressal Committee (GRC).

The Grievance Redressal Committee (GRC) will monitor and endeavor to resolve issues/grievances relating to faculty/staff members including service matter at the Institution level. The said Committee will look into the complaint and call the Concerned Complainant personally for hearing the grievance.

The Grievance Redressal Committee (GRC) shall send its report with recommendation, if any, to the concerned DTE or University and a copy thereof to the aggrieved faculty/staff member, within a period of 15 days from the date of receipt of the compliant.

If any faculty/staff by passes and addresses his/her grievances to any higher authority/committee disciplinary action against him/her will be initiated.

  
**Dr. D S Bormane**  
Principal

- Copy to: 1) All HOD and concern staff member for information and circulation.  
2) The Hon. Secretary, AISSM Society, Pune 05 for your kind information please.  
3) All Notice Board for display.  
4) Display on College Website.



**DATTATRAYA  
SHANKARRAO  
BORMANE**

Digitally signed by DATTATRAYA  
SHANKARRAO BORMANE  
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## Students' Grievance Redressal Committee

### 1.1 Grievances committees

1. Grievance Redressal committee is formed for addressing grievances of student and staff.
2. Women grievance committee is formed for addressing grievances of female student and staff.
3. Anti-Ragging Committee is formed for addressing ragging related grievances of students.
4. Grievance Redressal committee as per AICTE norms.

### 1.2 Features

Quality features of grievance handling system.

1. Ease of accessibility.
2. Promptness in resolving the issues.
3. The grievance shall be handled objectively and confidentially.
4. The respondents shall be treated respectfully and shall not be victimized or discriminated.
5. The system shall give due importance to Students charter.
6. Written records of all significant grievances and solutions shall be maintained.
7. Efforts taken to resolve the issue in amicable and effective manner.

### 1.3 Procedure

1. Wherever possible GFM shall attempt to resolve the issue through discussion with the person concerned and the student. This shall reduce the number of grievances.
2. Suggestions made by students in the formal feedback form and through suggestion boxes, wherever found reasonable, shall be addressed quickly to ensure that the issues do not become formal grievances.
3. Formal grievances shall be submitted in writing by the student to the relevant GFM.
4. Receipt of the grievance will be acknowledged by GFM within two working days.
5. The GFM shall make best possible efforts to resolve the issue in a face-to-face inquiry/ discussion.
6. If GFM does not succeed in resolving the issue, he shall categorize the grievances in
  - Academic grievances or,
  - Non-academic grievances
7. GFM shall forward the grievance to the Principal and Principal shall first go through it and try to resolve issue with grievance committee along with his remarks.

