

KJ'S EDUCATIONAL INSTITUTES
TRINITY INSTITUTE OF MANAGEMENT AND RESEARCH, PUNE

GRIEVANCE REDRESSAL CELL

The college is having its own Grievance Redressal system in an informal manner i.e through direct supervision of the Director. But in formal sense along with the provision of suggestion boxes the Grievance Redressal Cell of the college was created on 13th August 2013. 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. 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.

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 Director.

Mechanism for Redressal of Grievances of Students and Staff

The students are the main stakeholders in any institution imparting education, and it's our endeavor to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit in consideration the institute has decided to provide mechanism to students for Redressal of their grievances as under:

- The Grievances may broadly include the following complaints of the aggrieved students
 - a. Academic
 - b. Non-Academic
 - c. Grievance related to Assessment
 - d. Grievance related to Victimization
 - e. Grievance related to Attendance
 - f. Grievance related to charging of fees
 - g. Grievance regarding conducting of Examinations
 - h. Harassment by colleague students or the teachers etc.

It is good to air a grievance rather than to keep it bottled up. protection of human rights is essential for all round development of an individual's personality to realize the primary needs of the students and staff and secure civil liberties for everybody, a grievance Redressal cell has been constituted .the cell is indented to find solutions for problems like sexual harassment –any kind of physical or mental harassment, complaints regarding class room teaching-class room management, completion of syllabus , teaching methods etc ,if and when they arise .the grievance Redressal cell convenes meetings periodically and takes steps to redress the grievance.

Procedure for Redressal of Grievances

- a. An aggrieved student who has the Grievance or Grievances at the Department level shall make an application first to the Academic Coordinator. The Academic Coordinator after verifying the facts will try to redress the grievance within a reasonable time.
- b. The convener of Institute grievance committee, after verifying the facts and the papers concerned and having discussion within the Chairman of the Department committee will place the matter before the Institute level committee which shall either endorse the decision of the Department level committee or shall pass appropriate order in the best possible manner within a reasonable time.
- c. While dealing with the complaint the committee at all levels will observe law of natural justice and hear the complainant and concerned people.

- d. While passing an order on any Grievance at any level the relevant provisions of Act/Regulations should be kept in mind and no such order should be passed in contradiction of the same.

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.

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.

Procedure for lodging complaint:

- The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it in boxes
- Students are encouraged to use the suggestion boxes placed on different sections of the campus to express constructive suggestions and grievances.
- They may also approach the members of the cell or any of their other teachers as is comfortable to them.
- Students may also express their grievances online by filling out the form.
- Students are requested to note that making a complaint is serious and therefore they are to use this power in a responsible manner. At the same time, the college assures students that once a complaint is made, it will be treated with sensitivity and confidentiality.

- 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.

Responsibility For Redressal

1. The final responsibility for grievance Redressal rests with the Director of the college.
2. The college expects that Grievance Redressal be time bound and result oriented. Every grievance is expected to be resolved within a reasonably period.
3. The grievance Redressal cell of the college shall monitor status and progress of grievance Redressal and shall furnish report on grievance Redressal position to the Director.

Powers

In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students.

In case the members fail to find out any solution then the matter is referred to the Director for final commitment on the matter.

Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion the matter is solved. If anybody is found to be guilty for any kind of nuisance he or she is given punishment with due consideration with the Director. The nature of punishment, information to the police (if situation arises for so) and expelling from the college as per the rule of the institute.

Exclusions:

The grievance Redressal cell shall not entertain the following issues:

- Decisions of the executive council, academic council, board of studies and other administrative or academic committees constituted by the university.
- Decisions with regard to award of scholarship, fee concessions, medals etc;
- Decisions made by the university with regard to disciplinary matters and misconduct.
- Decisions of the university about admissions in any courses offered by the institute.
- Decisions by competent authority on assessment and examination result.



Trinity Institute of Management and Research, Pune

Grievance Redressal Cell

Sr. No	Name	Designation
1	Dr. Preeti Sharma	Chairperson
2	Prof. Priyanka Nigade	Member
3	Dr. Pralhad Joshi	Member
4	Mrs. Vaishali Pathak	Member
5	Mr. Sambhaji Londhe	Member