

DTE Code : **EN6315**



NAAC Accredited

AICTE ID : 1-8819451
AISHE Code : C-11165

HOLY-WOOD ACADEMY'S
SANJEEVAN

ENGINEERING & TECHNOLOGY INSTITUTE, PANHALA
Sanjeevan Knowledge City, Somwar Peth, Injule, Panhala, Tal. Panhala, Dist. Kolhapur.
Pin- 416 201 (Maharashtra) Phone : 9146999500

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Permanent Affiliation by Dr. Babasaheb Ambedkar Technological University, Raigad

Grievance Redressal Policies

1. Anti-Ragging

AICTE has notified regulation for the establishment of a mechanism for grievance redressal Committee for all the AICTE-approved technical Institutions vide no. 37-3/Legal/2012 dated 25.05.2012. To ensure transparency by technical institutions imparting technical education in admission to prevent unfair practices and provide a mechanism to the student to redress their grievances.

2. Definition

"Grievances or Complaint" includes any communication that expresses dissatisfaction or harassment concerning the conduct or any act of omission or commission or deficiency of services and in the nature of seeking remedial action.

The grievances may broadly include the following complaints of the aggrieved students.

- a) Academic
- b) Non-Academic
- c) Grievances Related to Assessment
- d) Grievances Related to Victimization
- e) Grievances Related to Attendances
- f) Grievances related to charging of fee
- g) Grievances regarding the conduction of Examinations
- h) Harassment by colleague students or the teachers etc.
- i) Harassment of Women at a Workshop
- j) Harassment of SC/ST students and faculty

3. Objectives

This Policy aims to set forth the policies and procedures to be followed in receiving, handling, responding to, and resolving any grievance against persons/departments/institutes concerning



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its services. While dealing with the complaint the committee at all leaves will observe law of natural justice and hear the complaint and concerned people.

The students [Gents & Ladies] and faculty [Teaching and non-teaching] are the main stakeholders in any institution imparting education, and it's our endeavour to make all efforts to ensure transparency in all the activities at different stages. Considering this spirit, the Institute has decided to provide a mechanism to students to redress their grievances.

- The following are broad objectives for handling the grievances:
- To provide fair and equal treatment to all stakeholders without bias.
- To ensure that all issues raised by stakeholders are dealt with kindly and resolved in stipulated timelines.
- To develop an adequate and timely organizational framework to address and resolve stakeholders' Grievances fairly and equitably promptly.
- To provide an enhanced level of stakeholder satisfaction.
- To provide easy accessibility to the stakeholders for an immediate Grievance redressal.
- To put in place a monitoring mechanism to oversee the functioning of the Grievance Handling Policy.

4. How to raise the grievance

The stakeholders can raise grievances through the following modes:

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

Email: The stakeholders may write a complaint on the email id specified on the institute website to register the complaint

Letter: The stakeholders can write a letter to the authorities.




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Website: The stakeholders may also raise grievances by writing complaints on the grievance redressal portal (<http://www.seti.edu.in/>). The grievance redressal portal is available on the Institute's official website. (<http://www.seti.edu.in/>).

5. Maintenance of records of grievance and reporting

The Chairman of the grievance committee preserves all records pertaining to the grievance/complaint received, the resolution, and the closure of the grievance. The complaint shall be transferred to the concerned intermediary within three working days, provided that resolution time shall not exceed 30 days from the date of the receipt of the complaint from the complainant.

6. Closure of grievance

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

7. Escalation of grievances

The stakeholders whose grievance has not been resolved by the intermediary within thirty days from the date of submission or who are 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 entity.

8. Policy to handle major grievances

Major grievances, such as problems involving legal matters, are referred to the Institute's management. Appropriate action is carried out as per guidance provided by management.

If a grievance involves external agencies, the matter is referred to appropriate authorities for future action.



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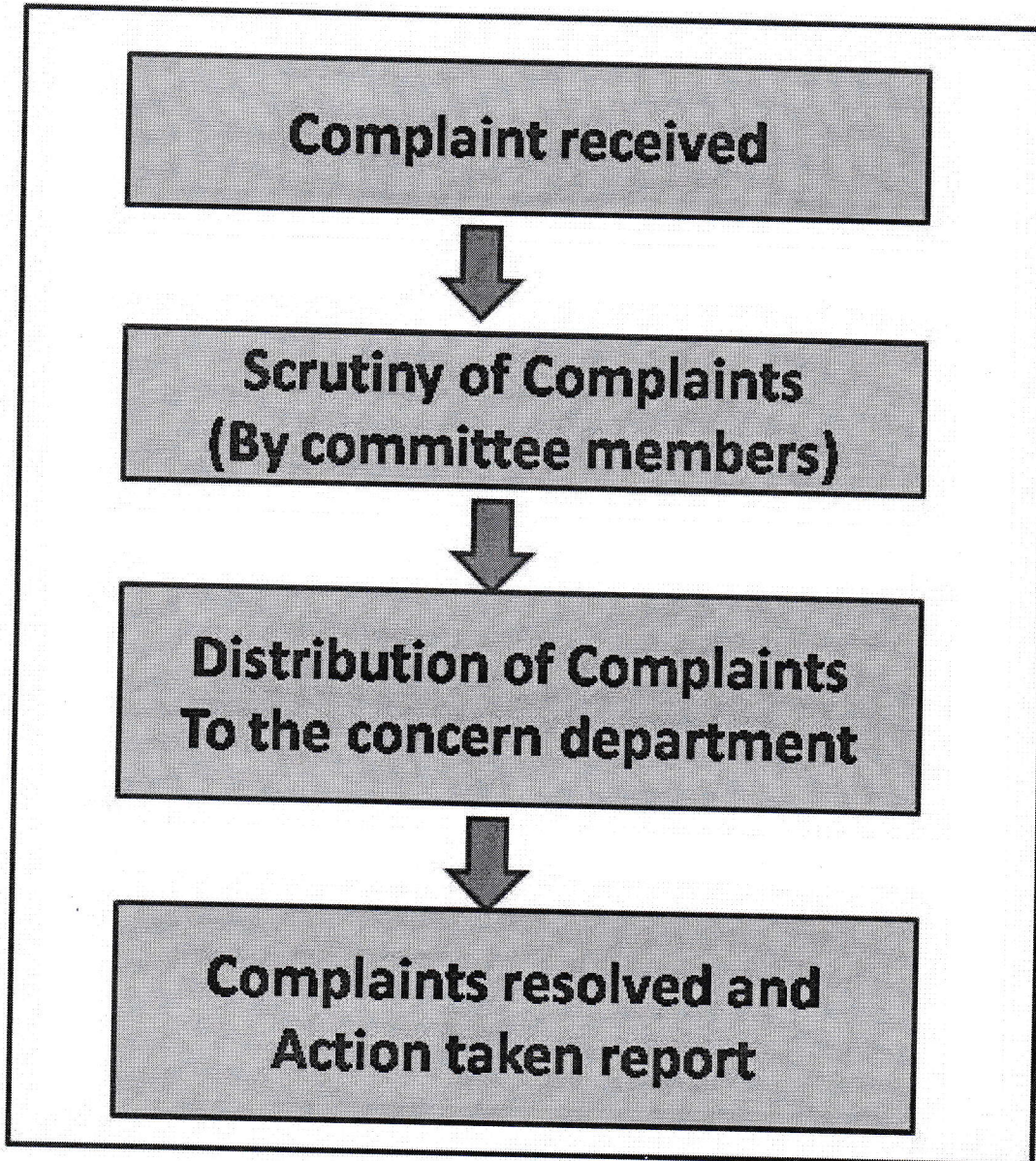
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9. Process for Grievances Redressal

The process to resolve the complaints is as shown below.




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I/We, hereby, undertake to constitute the following committees as per the AICTE Handbook before the commencement of the academic session.

1. Establishment of Anti Ragging Committee (As per All India Council for Technical Education notified regulation for prevention and prohibition of ragging in AICTE approved technical Institutions vide No. 37- 3/Legal/AICTE/2009 dated 01.07.2009). [Pl. refer **Annexure 11**]
2. Establishment of Grievance Redressal Committee in the Institute and appointment of chairman/coordinator by the Institute. (As per All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulations, 2012, F. No. 37-3/Legal 12012, dated 25.05.2012). [Pl. refer **Annexure 2**]
3. Establishment of Internal Complaint Committee (ICC) (As per section 4 of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013). [Pl. refer **Annexure 3**]
4. Establishment of Committee for SC/ST (As per the Scheduled Castes and the Scheduled Tribes (Prevention of Atrocities) Act, 1989, No. 33 OF 1989, dated 11.09.1989). [Pl. refer **Annexure 4**]



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