



Shetkari Shikshan Prasarak Mandal's

# Jaywant College of Engineering and Polytechnic

(Approved by AICTE, New Delhi, DTE, Govt. of Maharashtra, Affiliated to BATU, Lonere and MSBTE Mumbai)

Ref./SSPM/JCEM/ 9779

Date: 28/06/2024

## Office order

### Sub: Appointment of Grievance Redressal Cell.

Sir/Madam,

I am pleased to inform that, following is the Grievance Redressal cell appointed, from 28/06/2024 for the period of two year or until their service in the JCEP, whichever is earlier. The frequency of meeting will be one or two meetings in a semester or when required. The information regarding date of meeting, the agenda of the meeting will be communicated by presiding Officer/Chairman of the committee from time to time.

SR.No.	Name of the Staff	Chairman/Member	Department	Mobile No.	Sign
1	Dr.Anantkumar J.Gujar	Chairman	Principal	8412834040	
2	Prof.Sharifnawaz Y. Inamdar	Secretary	Computer	9595863003	
3	Prof.Mrs. Seema Nitin More	Member	General Science	8007194598	
4	Prof.M.A.Natu	Member	E&TC	7972037099	
5	Miss.Garud Samrudhi Anil	Member, Student	E&TC	7972405116	
6	Mr. Vishvejeet Vijay Patil	Member, Student	Mechanical	7875897133	

You are requested to perform the duties as a member of committee and co-operate with presiding Officer/Chairman for best performance of the committee work.

*Received  
Gandhi*

Dr. A.J.Gujar  
Principal



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## Grievance Redressal Cell

The function of the cell is to look into the complaints given by any student/employee. The Grievance cell is also empowered to look into matters of harassment. Grievance redressal cell has members from teaching staff, one social worker, administrative staff and non-teaching staff for one academic year, every year cell allot the members to the committee. Anyone with a genuine grievance may approach the members from committee in person, or in consultation with the chairman of "Grievance Redressal Cell". The staff and students are notified to put their complaints about administration, accounts, finance, library, academics and hostels etc. In case the person is unwilling to appear in self, grievances may be dropped in writing at the suggestion box of the Grievance Cell at Administrative Block. Grievances may also be sent through form which is available at college to Website to the chairman of the Cell. If the grievances are not within the purview of the committee, then the issues are brought to the notice of the authorities.

### 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/employees of the Institute with the following objectives:

- Upholding the dignity of the Institute by ensuring strife free atmosphere in the Institute through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- To create a platform where staff and students can raise their problems about Academic and non-academic matters
- To ensure effective solution to the staff and students to redress their problems
- Encouraging the Students/employees to express their grievances / problems freely and frankly, without any fear of being victimized.
- Advising Students/employees of the Institute to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all staff 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.

**Functions:**

- The chairman or secretary collects the complaints from suggestion box on first week of every month and arrange the committee meeting accordingly and in case of absence of chairperson, Secretary has authority to conduct the meeting with permission of chairman and principal.\
- The cases will be attended promptly on receipt of written grievances or in the form of form received from website from the students/employees.
- The cell formally will review all cases and will prepare statistical reports about the number of cases received and arrange the meeting with committee members regarding grievances received and come up with solution.
- 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/employees may feel free to put up a grievance in writing and drop it in boxes or fill up the form which available at college Website.
- 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.



**Prof.R.V. Pethkar**  
IQAC Co-ordinator



**Dr. A.J.Gujar**  
Principal