

INSTITUTE LEVEL GRIEVANCE REDRESSAL COMMITTEE

[Grievance Redressal Mechanism]

Functions and Procedure

Reference: - 1) Govt. of India Gazette No.: REGD. No. DL 33004/99 dated 25th February 2012
2) AICTE Notification No.: 1-101/DPG/AICTE/Ombudsman/2012 dated 09th July 2012

Formation of the Committees and necessary Compliance :

With reference and furtherance to comply in the above referred Circulars / Notification, the **Institute Level Grievance Redressal Committee** constituting 5 members were constituted. We have this Grievance Redressal Committee since 2012.

As per the above Notification / Gazette dated 25th February 2012, the information of the formation of committee has been already submitted to Vice Chancellor, University of Mumbai on 08th February 2013, for the information and necessary action at university end.

We have already displayed this detail information / committee (Including member names, their designation, contact no. & email ID) on the notice board and website of the Institute. Every year we have been publishing this **Committee / Information** in the prospectus of the PGDM Courses.

Functions of the Committees :

The above committee is a mandatory provision by University and AICTE. Accordingly this Institute Level Committee is for hearing, settling and redressing of the grievances, if any, of the students, staff and faculty members.

- I) As per the provisions of this Notifications the institute should give hearing and discuss such grievances by the Institute Level Grievance Committee and resolve the grievances. The proceedings in the respect of this are to be maintained by the respective Institute.
- II) In a situation, where no settlement is arrived at or the grievance is not resolved, then, the Principal / Director should forward the same to the Registrar, University of Mumbai along with the entire record of the proceedings and the documents therein (to be annexed along with the report) within 3 weeks. The complainant may also send the papers in advance as an advance copy.

As per the requirement of the above notification, there is already university "**Grievance Redressal Committee**" of Mumbai University which is taking care of the appeal (If the complainant is not satisfied) by the staff and faculty on /against the decisions given by the above **Institute Level Committee**.

Procedure and Stages of the complaint Hearing & Disposals (In the Manual System) :

In order to comply and as per the VES Letter dated 24th February 2012 in this regard there is a **Institute Level Local Committee (Disciplinary Committee)** comprising of Head of the Institute and two senior members from faculty, one or two member from Staff and the Registrar.



Lodging Complaint to Disciplinary Committee :-

Stage - I :- Employee who have some grievance, will fill the form and handover the complaint to the Registrar or the Head of the Institute (Director.)

Stage - II :- Grievance will be heard inquired and discussed by the Director and the **Local Disciplinary Committee** members within a week time or maximum in 2 weeks' time as per the nature of complaint.

Stage - III :- Principal will send the report of the Local Disciplinary Committee to the Secretary of the VES Trust office for the information and records.

Lodging Complaint to the Institute Level Grievance Redressal Committee :-

Stage - IV :- The employee, if not satisfied with the decision of this Local Disciplinary Committee, he / she may register his / her complaint / representation with the **"Institute Level Grievance Redressal Committee"** by addressing the application to the Secretary, Vivekanand Education Society for further actions.

Lodging Complaint Appeal to the University Level Grievance Redressal Committee :-

Stage - V :- In case, if the employee is still not satisfied with the decisions of the **Institute Level Grievance Redressal Committee** then he/she may make an appeal against this decisions to the **Registrar & Member Secretary, Grievances Cell, University of Mumbai, Fort, Mumbai - 400032.**

Role of the Sub Committees / Dispensary Committees in Grievance Redressal System :

Simultaneously following committees are also available / and inforce as per the Mumbai University, UGC, AICTE and Directorate of Technical Education, Maharashtra State directives. The duties and responsibilities and functioning of these committee have been laid down by the regulatory authorities.

- 1) Student Discipline Committee
- 2) Anti Ragging Committee
- 3) Woman Development Cell
- 4) SC - ST Welfare Committee (Advisory Committee)
- 5) Online Caste-based Discrimination Prevention Portal
- 6) Admission Committee
- 7) Local Enquiry Committee (Case to Case)

These committees are also active and functioning independently in their respective areas for the respective issues and playing important role in hearing and addressing the issues and complaints representations of the students, staff and faculty. Reports of the committee shall be submitted to the Director/ Management for the decision and necessary action.

In case if, the complainant is not satisfied on the decisions of these Sub Committees, then also he/she can/shall lodge his/her complaint as above to **"Institute Level Grievance Redressal Committee"**.

Online Grievance Redressal Mechanism :

The Ministry of Human Resource Development (MHRD), Government of India has emphasized that there is a need of structured mechanism for online registration as well as disposal of the grievances of the students/ faculty/ stakeholders in every AICTE approved Institution.

As per this AICTE New Notification No.1-101/DPG/AICTE/Regulation/2017 dated 20th February 2017, AICTE has made this mandatory directive to install and implement the **Online Grievance Redressal Mechanism.**



In view of the above, all the Institutions were informed vide AICTE Notification No. 1-101/DPG/AICTE/Regulation/2017 dated 20th February 2017 to urgently put in place the online mechanism.

Compliance :

Accordingly we have purchased and installed the **EduGrievance Redressal Software** [Online Grievance Redressal System] as per the directives in this notification.

As per this new notification, each AICTE approved Technical Institution should be able to receive and dispose of the grievances **Online**.

Therefore, URL of the Online Grievance Redressal Portal names, contact nos. and email ID's of the members of the Grievance Committee are made available on the website of the Institute to ensure the speedy redressal of the grievances.


