

Ajeenkya DY Patil School of Engineering, Charholi (Bk.), Pune.



Students Grievance Redressal Policy

Promptly Resolving Grievances

POLICY No: APN/ 2020/5.3.1

INDEX

SR. NO.	TITLE	PAGE NO.
	Vision, Mission, Quality Policy	3
1.	Background	4
2.	Purpose	4
3.	Aim	4
4.	Scope and applicability	5
5.	Definitions	5
6.	Types of Grievances	5
7.	Procedure for redressal of grievances	6
8.	Grievance handling and resolution mechanism	6
9.	Procedures and stages in grievance handling	6
10.	Confidentiality	8
11.	Matrix of Grievance handling authorities	9
12.	Appendix : List of student grievances	9





Vision

Empowerment through quality technical education

Mission

M1: To excel as a center of excellence in technical education

M2: To impart skill based education to meet the needs of industry and Society

M3: To achieve excellence in teaching, learning and research

M4: To inculcate social & ethical values among the students

Quality Policy

We strive to impart the quality technical education through academic excellence and provide best of facilities to satisfy the need & expectations of the students & stakeholders.



1. Background :

This policy has been framed in line with the provisions of the “**University Grants Commission Grievance Redressal Regulations, 2012**” of India (hereinafter referred to as the “the Act”). Accordingly while the policy covers all the key aspects of the Act.

2. Purpose :

Dr.D Y Patil School of Engineering (DYPSOE) is committed to develop and maintain an effective, timely, fair grievance handling system for the students which is easily accessible.

3. Aim :

The aim of these rules is

- 1) To develop a culture of understanding, addressing and providing quick redress to grievances and take steps to prevent recurrence of such incidents.
- 2) To set in place a grievance handling system which is student focused;
- 3) To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- 4) To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized.
- 5) To ensure that there is a consistent response to grievances.



4. Scope and Applicability

- 1) These Regulations shall cover any kind of grievance that students of the DYPSOE may face during their stint.
- 2) A 'Student' for the purpose of these regulations shall mean a student enrolled for a full-time programme of the DYPSOE.

5. Definitions

- 1) 'Grievance' is defined as a dissatisfaction of students with respect to any aspect of the College's activities and services.
- 2) 'Person' referred herein shall mean a student on the rolls of the College.

6. Types of grievance :

Types of Student grievance

These grievances can be in the nature of:

- 1) Grievances that are academic in nature
- 2) Against faculty
- 3) Grievance related to examination
- 4) Grievance related to summer internship and placements
- 5) Grievance related to amenities and services
- 6) Grievance related hostel facility.
- 7) Grievance related to finance
- 8) Grievance related to student conflicts
- 9) Harassment by fellow students or the faculty/ staff etc.



7. Procedure for grievance redressal

7.1 Informal Resolution before an issue becomes a formal grievance

- 1) Students are encouraged to resolve concern or problems directly with the person(s)/ Department concerned through personal discussions /counseling.
- 2) Aggrieved students should first approach the respective Class Teacher/Mentor who will informally try to resolve the problem. Wherever necessary, the Class Teacher/Mentor may seek guidance from the appropriate authority for the purpose.

7.2 Grievance handling and resolution mechanism

- a) Matrix for grievance redressal mechanism for students is given under clause 10 of these regulations.
- b) The grievance Redressal mechanism has three levels of grievance redressal of which Level-III is the Appellate Authority.
- c) Formal grievances shall be submitted in writing stating full material facts to the First Level Grievance Handling Authority as specified.

7.3 Procedure and Stages in Grievance Handling

The following procedure can be followed by the students to seek redressal of grievance of any kind whether academic or non-academic in nature.

- i) Stage 1
 - i. Formal complaint by the aggrieved person shall be submitted in writing to the Level-I Grievance Handling Authority.
 - iii. If felt necessary, the designated authority may allow an opportunity to the



complainant to formally present his/her case along with relevant documents in support. The authority may also seek clarification from the complainant or call for further material facts having bearing on the matter. Such clarification may be sought by written or verbal request or by face-to face interview with the complainant.

iv. The Authority concerned will then endeavor to resolve the grievance within next seven working days of receiving the formal grievance and convey the outcome / action taken to the complainant.

v. The Level 1 authority, may get the matter investigated through a designated subcommittee, if so considered necessary to arrive at a decision.

vi. Wherever required, the DYPSOE will take preventive or corrective action in a reasonable time and advise the complainant of the same.

ii) Stage 2:

i. If a complainant does not receive any response within the seven working days or is dissatisfied with the outcome of the complaint, s/he may prefer an appeal in writing with the Level-II Grievance Handling Authority concerned.

ii. The Level-II Authority will consult with the complainant and other relevant parties within ten working days of receiving the appeal. Wherever possible, such consultations may be in the form of face-to –face discussion.

iii. Following the consultation, the Authority concerned will take further steps to address the grievance and communicate the same to the complainant.

iii) Stage 3:

- i. If a complainant is still dissatisfied with the outcome or decision of Level-II Authority on the appeal, he/she may represent the matter to the Appellate Authority
- ii. The concerned Appellate Authority will convey its decision within five working days from receiving the appeal.
- iii. The decision of the Appellate Authority will be final and no further appeal will be entertained under any circumstances.

8. Confidentiality

- a) During all stages of the Grievance Handling and Resolution Procedure, the DYPSOE will take all possible steps to ensure that the complainant and the respondent are not victimized or discriminated .
- b) Implementation of the procedure will be done without prejudice to either party.
- c) At all stages of this procedure, a full explanation (in writing for decisions and) of the actions taken as part of the process will be provided if so requested by the complainant or the respondent.
- d) While dealing with the issue, all possible confidentiality and privacy will be maintained and all records relating to such complaints will be treated as confidential.
- e) Records concerning grievances handled under this procedure and their outcomes shall be maintained for a period of one year.



9. Matrix of grievance handling authorities:

SR. No	Nature of Grievances	Level-1 Grievance Handling	Level-2 Grievance Handling	Appellate Authority
1	Grievances that are academic in nature	HOD	Dean	Principal
2	Against Faculty	HOD	Dean	Principal
3	Grievance related examination	Department Co-ordinator	CEO	Principal
4	Grievance related to summer internship & placements	Department Co-ordinator	Dean T & P	Principal
5	Grievance related to amenities & services	Manager/Incharge	Co-ordinator Student Welfare	Principal
6	Grievance related to stay at hostel	Rector/Wardon	Co-ordinator Student Welfare	Principal
7	Grievance related to finance	Accountant	Chief Accountant	Principal
8	Grievance related to student conflicts	Rector/Wardon	Co-ordinator Student Welfare	Principal
9	Harassment by fellow students or the faculty/ staff etc.	Department Co-ordinator	Dean	Principal

10. Appendix : List of Student Grievances

a) Grievances that are Academic in nature

- i. Academic Quality
- ii. Suspension of student



- iii. Academic Integrity dispute
- iv. Course material
- v. Class time table
- vi. Inadequate learning resources (IT, Library, Labs / Equipment, etc.)
- vii. Attendance/directed reading
- viii. Internal Assessment
- ix. Co-curricular activities
- x. Grade Dispute

b) Against Faculty

- i. Academic delivery & quality
- ii. Classroom conduct
- iii. Regularity & punctuality
- iv. Any discrimination / victimization of students

c) Grievance related to examination

- i. Registration / Re-registration / Student Records
- ii. Mid-Semester / End-Semester / Supplementary exam scheduling / date sheet
- iii. Evaluation of answer books Grading / results
- iv. Re-checking/ Re- evaluation
- v. De-barred / Year back cases
- vi. Discrepancy in Diplomas / Degrees

d) Grievance related to Summer Internship & Placements

- i. Discrimination in summer Internship selection



ii. Discrimination or non-adherence of placement procedures /rules

e) Grievance related to Amenities & Services

i. Common services (Transportation / Canteen / Medical, etc.)

ii. Extra-curricular facilities

iii. Student Financial Aid

iv. Travel Concession

v. Identity Cards

f) Grievance related to stay at hostel

i. Quality of Food and Hygiene

ii. Hostel amenities

g) Grievance related to finance

i. Fees and Dues

ii. Fee Concessions

iii. Scholarships

11. Policy Details

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Version History				
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5.3.1	Dr. Sushant Patil	1/06/2020	-	Prof. Santosh Jadhav


**Prepared by
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**Approved by
Trustee**

