

Amrutvahini College of Engineering, Sangamner

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Date : 20/06/2020

Students Grievance & Redressal Cell (2020-21)

This committee constituted as per the rules and regulations laid by the competent authority as AICTE, DTE as well as SPPU Pune.

Following are committee members;

Sr. No.	Name	Mail id	Mobile Number	Designation
01	Dr. M. A. Venkatesh	principal@avcoe.org	9972132130	Chairperson
02	Prof. V. S. Ubale	vilas.ubale@avcoe.org	9422743800	Convener
03	Dr. N. U. Mate	nilesh.mate@avcoe.org	9423622923	Member
04	Prof. Miss. V. V. Sable	vrushali.sable@avcoe.org	9096122690	Member
05	Pune University Nominee	principal@avcoe.org	9972132130	Member (OMBUDSMAN)

Objectives;

- To ensure a fair, impartial and consistent mechanism for Redressal of varied issues faced by the students.
- To uphold the dignity of the Institute by promoting cordial Student-Student relationship, Student-teacher relationship.
- To develop a responsive and accountable attitude among the students, thereby maintaining a harmonious atmosphere in the Institute.
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.

Functions;

- To provide with proper advocacy to students to express their grievances freely and frankly without any fear of being victimized.
- To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues.
- To ensure speedy disposal of every grievance.


Dr. M.A.Venkatesh
Principal

Copy forwarded to:

1. Chief Executive Officer (AVS&SVS) – For kind information
2. Vice Principal / Registrar / Dean Academic
3. HOD – Civil / Mech / Prod / Comp / IT / ETC / Elex / Elect / MBA / Engg. Science / Workshop / Chief Rector

- h. details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof.
- i. information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital or industry wherein the practical training is to be imparted to the students and in particular the amenities accessible by students on being admitted to the institution;
- j. all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
- k. any other information as may be specified by the Council:

Provided that an institution shall publish / upload information referred to in items (a) to (k) of this regulations, on its website, and the attention of prospective students and the general public shall be drawn to such publication on the website through advertisements displayed prominently in different newspapers and through other media.

- (2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

5. STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC):

- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Student Grievance Redressal Committee (SGRC).
- (ii) Every AICTE approved institution shall constitute Student Grievance Redressal Committee (SGRC) with the following composition, namely:
 - a. Principal of the college - Chairperson;
 - b. Three senior members of the teaching faculty to be nominated by the Principal - Members and out of three one member shall be female and other from SC/ST/OBC category;
 - c. A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities- Special Invitee.
- (iii) The term of the members and the special invitee shall be of two years.
- (iv) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (v) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (vi) The SGRC shall send its report with recommendations, if any, to the concerned institution and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

- (vii) Any student aggrieved by the decision of the Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.
- 6. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:**
- (i) Each affiliating University, Technical University, Private University, Deemed to be University shall appoint Ombudsperson for redressal of grievances of students under the UGC (Redress of Grievances of Students) Regulations, 2019.
 - (ii) There shall be one or more part-time functionaries designated as Ombudsperson to hear, and decide on, appeals preferred against the decisions of the SGRCs.
 - (iii) For institution who are offering diploma level course(s) and are affiliated to Board of Technical Education (BTE), the concerned Directorate of Technical Education (DTE) shall appoint an Ombudsperson for redressal of grievances of student.
 - (iv) For Institution who are not affiliated to any University and offering Diploma, Post Diploma, Post Graduate Certificate, Post Graduate Diploma Course (s) in Management, Computer Applications & Travel and Tourism, the Council shall appoint an Ombudsperson for redressal of grievances of student.
 - (iii) The Ombudsperson shall be a Retired District Judge or a retired Vice Chancellor or Professor (who has worked as Dean/HOD and 10 years' experience as professor at State/Central Universities/Institution of eminence).
 - (iv) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his tenure as ombudsperson, be in a conflict of interest with the Institution where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgement toward the Institution.
 - (v) The Ombudsperson shall be appointed for a period of three years or until he or she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term for the same State or region, as the case may be.
 - (vi) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the Council, and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
 - (vii) The State Government, in the case of an Ombudsperson of a State, and the Council (for Council appointed Ombudsperson), may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour as defined under these regulations.
 - (viii) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person not below the rank of judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.