

**Grievance Redressal Mechanism**

**PREAMBLE**

Amrutvahini College of engineering is committed to providing a safe, fair and harmonious learning and work environment. Grievance Redressal Committee was set up at Amrutvahini College of Engineering in accordance with the notification issued by AICTE regarding (Redressal of Grievance of Students) Regulation, 2019 vide F. No. 1- 101/PGRC/AICTE/Regulation/2019 dated 07.11.2019 for establishment of grievance redressal mechanism for handling day-to-day grievances related to students.

Grievance Redressal Committee facilitates the resolution of grievances in a fair and impartial manner involving the respective Dept./Office, maintaining necessary confidentiality, as the case may be. It is guided by the principles of natural justice while redressing the grievances. The committee will consider only formal grievances. Student with a grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in person, grievances may be dropped in writing at the Complaint/Suggestion box. Students may also represent their grievances through student representatives or via email at [grievanceredressal@iitmjp.ac.in](mailto:grievanceredressal@iitmjp.ac.in)

**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.

**GRIEVANCE**

A "Grievance/Complaint" can be defined as any communication that conveys dissatisfaction about an action or lack of action, about services/deficiency of services in an institute and the complainant asks for remedial action. Grievances pertaining to admission, attendance, discipline matters, student conduct, fee related matter, evaluation process, observation of norms and standards, violation of rules, discrimination, harassment and other academic and non-academic issues

**AMRUTVAHINI COLLEGE OF ENGINEERING, SANGAMNER**  
**GRIEVANCES REDRESSAL COMMITTEE**

**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)

**Functions of the Committee:**

- 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.

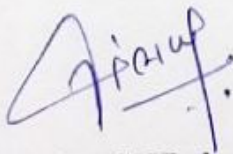
**Types of Grievances**

1. Academic related issue
2. Amenities and maintenance issue
3. General administration
4. Other related issue

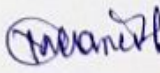
**STANDARD OPERATING PROCEDURE (SOP)**


Any student who wants to initiate a grievance may first bring the issue to the notice of the Tutor/Class Teacher/HOD, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.

If, there is no response within the stipulated time from the respective department/office or student is dissatisfied with response/resolution to his/her grievance, then he/she is free to represent his/her grievance to the Grievance Redressal Committee.

  
**Prof. Vilas S. Ubale**  
Convener

  
**Prof. V. P. Waghe**  
Registrar

  
**Dr. M. R. Wakchaure**  
HOD & Dean Academic

  
**Dr. M. A. Venkatesh**  
Principal

## Amrutvahini College of Engineering, Sangamner

Ref/AE/Office/2020-21/ 1250

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;


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**Dr. M.A. Venkatesh**  
 Principal

Copy forwarded to:

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