



Estd 2009

Shri Balasaheb Mane Shikshan Prasarak Mandal's ASHOKRAO MANE GROUP OF INSTITUTIONS

Address : Vathar Tarf Vadgaon, Tal. Hatkanangale, Dist. Kolhapur - 416 112 (Maharashtra)

Phone : (0230) 2407740, 2407760 **Fax :** (0230) 2407750 **Email :** director@amgoi.edu.in **Website :** www.amgoi.org

Approved by : AICTE, New Delhi No. F.No. MS (NewInt) 2009 / 08, Higher & Technical Education Department, Govt. of Maharashtra, Directorate of Technical Education, Mumbai. **Affiliated to :** Dr. Babasaheb Ambedkar Technological University, Lonere - Raigad. (B.Tech. & M.Tech. Programs), Shivaji University, Kolhapur. (MBA Program).

Accredited by NAAC

Founder President

Late Shri. Ashokrao Mane

Director

Dr. A. V. Deshmukh, M.E., Ph.D.

President

Hon. Shri. Vijaysinh A. Mane

Ref. No. :

Date :

Ashokrao Mane Group of Institutions, Vathar Grievance Redressal Mechanism Document

Purpose :

The Grievance Redressal Mechanism ensures timely resolution of student, faculty and staff complaints, promoting a fair and transparent academic environment. It addresses issues related to academics, administration and campus facilities to enhance overall satisfaction and well-being.

Eligibility :

Students must wear the college uniform during Campus Recruitment Programs. Failure to comply will result in disqualification from campus interviews.

Objectives :

- To create a platform where students/faculty/staff can point out their problems, regarding academic and non-academic matters.
- To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.
- To take necessary steps for improvement in the light of grievances.
- To get suggestions from the students/faculty/staff for overall improvement.

Directives for Grievance Redressal :

The Grievances Redressal Committee is established in order to deal with the individual grievances related to student, faculty or staff member and to ensure the redressal of grievances amicably in a time-bound manner. The Grievance Redressal mechanism can be able to receive and dispose of the grievances online or offline. The flex board is fixed at vantage point with the committee members list, contact numbers and email-id's of members indicating the details of the grievance redressal mechanism i.e. URL of the Online Grievance Redressal Portal to ensure publicity or awareness of the establishment of grievance redressal mechanism.

Faculty from departments, who are members of this committee meet periodically and provide suggestions. The committee invites suggestions from employees for improving the



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Inable President

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working environment and resolving issues if any. Any grievances or sexual harassment-related specific issues will be addressed through professional counselling. If required, parents will be called and counselled confidentially.

The students approach the committee to voice their grievances regarding academic and non-academic matters. The committee will redress the grievances at individual and class levels and grievances of common interest. Students are encouraged to use the suggestion box placed on the campus to express constructive suggestions and grievances.

Suggestion boxes are provided and are placed at vantage points in the institute for the students, faculty or staff members to air their grievances. Complaints will be dropped in the 'Suggestion Box' by them and oral complaints will also be redressed. All complaints will be scrutinized by the management and the grievance redressal committee. The institute assures students that once a complaint is made, it will be treated with confidentiality. Besides there is an exclusive mechanism to address the issues relating to women and their grievances.

Functions :

- The cases will be attended to promptly on receipt of written/online grievances from the students/faculty/staff. The formulated committee formally will review all cases and will act accordingly as per the management policy.
- The committee 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 Logging Complaint :

- The notice board or flex board is fixed at vantage point, indicating the details of members of Student as well as Faculty/Staff Grievance Redressal Committee.
- The students/faculty/staff may feel free to put up a grievance through online portal or in writing and drop it in suggestion box.
- Students/faculty/staff can register their compliance through the E-mail of director@amgoi.edu.in or through the Online Grievance Redressal Mechanism which is available at institute website.
- The Grievance Redressal Committee will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Redressal Committee will assure that the grievance has been properly solved in a stipulated time limit provided by the committee.



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- Suggestion box or Complaint Box is installed in front of the administrative block in which the students/faculty/staff, who wants to remain anonymous, put in writing their grievances and their suggestions for improving the academics or administration in the institute.

Process for Addressing the Grievance :

- Measures are taken to solve the issues faced by students/faculty/staff within a definite time frame or earlier as per the gravity of the situation.
- Upon receipt of complaint, the members of the committee will intimate the Chairman of the committee.
- At this stage, based on the nature of the complaint and severity of its possible impact, the Chairman along with the committee members will take action to proceed on addressing the concerns while keeping the ethos of the institution.

Mechanism of Grievance Redressal :

The complaint management mechanism is carried out in three levels in the institution -

- The concerned Class coordinators, Mentors/Counsellors and Department Heads attend the departmental level grievances.
- The student co-ordinators and faculty co-ordinators for grievance redressal and co-ordination are act as facilitators to communicate and sort out the grievances at the department level.
- Unresolved grievances at the departmental level are referred to the grievance redressal and co-ordination committee of the institution.

Policy Revisions :

The revisions in the Grievance Redressal Mechanism may be done by incorporating periodic policy reviews and feedback-driven improvements. Enhancing transparency, response time and accountability through regulatory updates and stakeholder involvement will ensure its effectiveness.




T/C DIRECTOR
SHRI BALASAHEB MANE SHIKSHAN PRASARAK MANDAL'S
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