



SARASWATI Education Society's  
**SARASWATI College of Engineering**

Learn Live Achieve and Contribute

Kharghar, Navi Mumbai - 410 210.

# Student Grievance Redressal Committee





## **STUDENTS GRIEVANCE REDRESSAL POLICY**

The college has established a Students' Grievance Redressal Committee, tasked with addressing student complaints and assessing their validity. Additionally, this committee is authorized to address issues related to harassment. Students with legitimate grievances can either personally approach committee members or submit their complaints in writing. Alternatively, grievances can be emailed to the designated officer in charge of the Students' Grievance Redressal Committee or to the Principal.

### **Objective**

The objectives of the Students' Grievance Redressal Committee are to address student complaints effectively, ensure fairness in resolving grievances, provide a platform for students to voice their concerns, uphold a supportive and respectful learning environment, and take appropriate actions to address instances of harassment or injustice within the college community.

A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Ensuring a harmonious atmosphere within the college community is paramount to upholding the institution's dignity. This involves fostering positive relationships among students and between students and teachers.
- Students are encouraged to openly express their grievances or concerns without fear of reprisal. To facilitate this, suggestion/complaint boxes are positioned in front of the Administrative Block, allowing students to anonymously submit written grievances and suggestions for academic or administrative improvements.
- Additionally, students are advised to treat each other with respect, exercising patience and restraint in times of conflict. They are also urged to refrain from instigating discord among peers, faculty, or the college administration.
- Faculty members are reminded to interact with students in a caring manner, avoiding any behavior that may be perceived as retaliatory.
- Furthermore, all forms of ragging, whether within or outside the institution, are strictly prohibited. Any instances of ragging or breaches of disciplinary regulations should be promptly reported to the Principal.



SARASWATI Education Society's  
**SARASWATI College of Engineering**

Learn Live Achieve and Contribute

Kharghar, Navi Mumbai - 410 210.

### **Functions**

- The cases are attended promptly on receipt of written grievances from the students.
- The Committee formally meets to review all cases, prepares a reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

### **Procedure**

The establishment of the Students' Grievance Redressal Committee will be publicly announced.

- Students are encouraged to utilize the attached grievance format and submit their concerns by placing them in designated boxes located in prominent areas.
- The SGRC will only address cases that are accompanied by the required documentation.
- Matters that remain unresolved by departmental channels will be considered by the SGRC.

The Committee is requested to Contribute effectively to dispose the grievances at the earliest

### **Establishment of a Students Grievance Redressal Committee**

To adhere to the AICTE Regulation regarding the resolution of grievances from students or parents in a technical institution, Saraswati College of Engineering has formed a "Students Grievance Redressal Committee." This committee comprises staff members in various roles tasked with investigating the nature and severity of grievances. Upon review, the committee can propose appropriate actions to address the issues at the institutional level.



SARASWATI Education Society's  
**SARASWATI College of Engineering**

Learn Live Achieve and Contribute

Kharghar, Navi Mumbai - 410 210.

**Students GRIEVANCE REDRESSAL COMMITTEE:**

Sr. No	Name	Post	Contact
1.	Dr. Manjusha Deshmukh Principal	Chairman	7738677011
Core Members ( Senior Members )			
1	Dr. Prashant Ingale	Professor Automobile	9029261425
2	Prof. M. B. Sorte	Associate Professor Mechanical	9004696622
3	Prof. Rajashri Narwade	Assistant Professor CSE (DS)	9821709470
Members			
1	Prof. Sagar Kadu	Member	9970381520
2	Prof. Amol Bhagat	Member	9960688805
3	Prof. Pallavi Kharat	Member	9930076008
4	Mrs. Savita Yadav	Member	8693052444
Student Member			
1	Mr. Priyanuj Choudhury	Student Member	7410791293
2	Ms. Shweta Chavan	Student Member	9820991721

Students or individuals wishing to file complaints must submit their grievances to the Students Grievance Redressal Committee. Additionally, aggrieved parents and stakeholders are also welcome to approach the Grievance Redressal Committee for assistance.

Dr. Manjusha Deshmukh

Principal





SARASWATI Education Society's  
**SARASWATI College of Engineering**

Learn Live Achieve and Contribute

Kharghar, Navi Mumbai - 410 210.

Ref No: SCOE/OUT.DOC/2023/32

Date: 03/07/2023

(32)

NOTICE

Dear Students,

In our continuous endeavor to ensure a conducive and supportive learning environment for all students, we are pleased to announce the formation of the Student Grievance Redressal Committee (SGRC) of Saraswati College of Engineering for Year 2023-24 and 2024-25. This committee is established to address any grievances or concerns that students may encounter during their academic journey.

The primary objectives of the SGRC are as follows:

1. To provide a platform for students to express their grievances confidentially and respectfully.
2. To investigate and address grievances promptly and impartially.
3. To ensure fair and just resolutions to the satisfaction of all parties involved.
4. To foster a culture of transparency, accountability, and trust within the college community.

The SGRC will comprise faculty members, administrative staff, and student representatives from various departments. The committee will operate under the guidance of the college administration and will adhere to established protocols and procedures for grievance redressal.

If you have any grievances or concerns related to academics, infrastructure, facilities, or any other aspect of college life, we encourage you to reach out to the SGRC.

Your feedback is valuable and will contribute to the continuous improvement of our college environment.

Details regarding the composition of the SGRC, contact information, and grievance submission procedures is mentioned herewith.

Together, let us strive to create a supportive and inclusive community where every student's voice is heard and valued.

Dr. Manjusha Deshmukh  
Principal

**PRINCIPAL**

**Saraswati College of Engineering**  
**Kharghar, Navi Mumbai-410210**





SARASWATI Education Society's  
**SARASWATI College of Engineering**

Learn Live Achieve and Contribute

Kharghar, Navi Mumbai - 410 210.

**Student Grievances Redressal Committee (SGRC)**

Date: 03/07/2023

Sr. No	Name	Post	Contact
1.	Dr. Manjusha Deshmukh Principal	Chairman	7738677011
<b>Core Members ( Senior Members )</b>			
1	Dr. Prashant Ingale	Professor Automobile	9029261425
2	Prof. M. B. Sorte	Associate Professor Mechanical	9004696622
3	Prof. Rajashri Narwade	Assistant Professor CSE (DS)	9821709470
<b>Members</b>			
1	Prof. Sagar Kadu	Member	9970381520
2	Prof. Amol Bhagat	Member	9960688805
3	Prof. Pallavi Kharat	Member	9930076008
4	Mrs. Savita Yadav	Member	8693052444
<b>Student Member</b>			
1	Mr. Priyanuj Choudhury	Student Member	7410791293
2	Ms. Shweta Chavan	Student Member	9820991721

■ Grievance cell mail ID: [grs.scoe@sce.edu.in](mailto:grs.scoe@sce.edu.in)

  
Dr. Manjusha Deshmukh  
Principal

**PRINCIPAL**

**Saraswati College of Engineering**  
Kharghar, Navi Mumbai-410210





SARASWATI Education Society's  
**SARASWATI College of Engineering**

Learn Live Achieve and Contribute

Kharghar, Navi Mumbai - 410 210.

**Student Grievances Redressal Committee (SGRC)**

Date: 03/07/2023

Sr. No	Name	Post	Contact	Signature
1.	Dr. Manjusha Deshmukh Principal	Chairman	7738677011	
<b>Core Members ( Senior Members )</b>				
1	Dr. Prashant Ingale	Professor Automobile	9029261425	
2	Prof. M. B. Sorte	Associate Professor Mechanical	9004696622	
3	Prof. Rajashri Narwade	Assistant Professor CSE (DS)	9821709470	
<b>Members</b>				
1	Prof. Sagar Kadu	Member	9970381520	
2	Prof. Amol Bhagat	Member	9960688805	
3	Prof. Pallavi Kharat	Member	9930076008	
4	Mrs. Savita Yadav	Member	8693052444	
<b>Student Member</b>				
1	Mr. Priyanuj Choudhury	Student Member	7410791293	
2	Ms. Shweta Chavan	Student Member	9820991721	

■ Grievance cell mail ID: [grs.scoe@sce.edu.in](mailto:grs.scoe@sce.edu.in)

Dr. Manjusha Deshmukh  
Principal

**PRINCIPAL**

Saraswati College of Engineering  
Kharghar, Navi Mumbai-410210





SARASWATI Education Society's  
**SARASWATI College of Engineering**

Learn Live Achieve and Contribute

Kharghar, Navi Mumbai - 410 210.

Ref NO: SCOE/OUT.DOC/2023/35

Date: 07/07/2023

(35)

**Notice**

Dear Student Grievance Redressal Committee Members,

This is to inform you that a meeting of the Student Grievance Redressal Committee (SGRC) has been scheduled as follows:

**Date:** 17/07/2023

**Time:** 2.00pm

**Location:** IQAC Cell

**Agenda:**

1. Introduction of Members
2. Review of Committee's Responsibilities and Procedures
3. Discussion on the Grievance Submission Process
4. Setting Up Grievance Evaluation Criteria
5. Any other
6. Next Meeting Date and Adjournment

Your presence and active participation in this meeting are crucial as we work towards addressing student grievances and enhancing the grievance redressal process within our college community. Your valuable insights and contributions will greatly contribute to the effectiveness of the committee's efforts. Please make every effort to attend this meeting.

We look forward to productive discussions and collaborative solutions at the upcoming meeting.

**Dr. Manjusha Deshmukh**

Principal

Chairman, SGRC

**PRINCIPAL**

**Saraswati College of Engineering**  
Kharghar, Navi Mumbai-410210







SARASWATI Education Society's  
**SARASWATI College of Engineering**


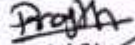
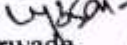
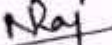
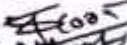

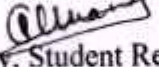


Learn Live Achieve and Contribute

Kharghar, Navi Mumbai - 410 210.

### Minutes of the Meeting

**Date:** 17/07/2023  
**Time:** 2.00pm  
**Location:** IQAC Cell

#### Attendees:

1. Dr. Manjusha Deshmukh, Chairperson 
2. Dr. Prashant Ingle 
3. Prof. M. B. Sorte 
4. Prof. Rajashri Narwade 
5. Prof. Sagar Kadu 
6. Prof. Amol Bhagat 
7. Prof. Pallavi Kharat 
8. Mr. Priyanuj Choudhury, Student Representative 
9. Ms. Shweta Chavan, Student Representative 
10. Savita Yadav, Recording Secretary

#### Agenda:

1. Introduction of Members
2. Review of Committee's Responsibilities and Procedures
3. Discussion on the Grievance Submission Process
4. Setting Up Grievance Evaluation Criteria
5. Any other
6. Next Meeting Date and Adjournment

#### Minutes:

##### 1. Introduction of Members:

- The Chairperson initiated the meeting by introducing all members present and welcomed them to the inaugural meeting of the Student Grievance Redressal Committee (SGRC).

##### 2. Review of Committee's Responsibilities and Procedures:

- The Chairperson provided an overview of the committee's responsibilities, emphasizing the importance of impartiality, confidentiality, and promptness in grievance resolution.
- The committee reviewed the procedures for receiving, evaluating, and addressing grievances, ensuring alignment with the college's policies and guidelines.

**3. Discussion on Grievance Submission Process:**

- Members discussed various methods for students to submit grievances, including online forms, email addresses, suggestion boxes, and in-person meetings.
- It was decided to establish a dedicated email address and physical suggestion boxes for grievance submission.

**4. Setting Up Grievance Evaluation Criteria:**

- The committee deliberated on the criteria for evaluating grievances, considering factors such as severity, impact, validity, and urgency.
- It was agreed to develop a standardized evaluation rubric to ensure consistency and fairness in grievance assessment.

**5. Other:**

- Members suggested conducting awareness sessions for students to familiarize them with the grievance redressal process and their rights.
- It was proposed to establish a mechanism for tracking and documenting grievance cases, including resolution status and feedback from stakeholders.

**6. Next Meeting Date and Adjournment:**

- The Chairperson proposed the date for the next SGRC meeting, taking into account members' availability.
- After confirming the next meeting date, the Chairperson thanked all members for their participation and officially adjourned the meeting.

**Action Taken:**

- Created a dedicated email address for grievance submission.
- Installed physical Dropbox for grievance submission.
- Standardized evaluation rubric for grievances is in process.
- Scheduled awareness sessions for students on the grievance redressal process.
- Establish a mechanism for tracking and documenting grievance cases.

**Next Meeting Details:**

- **Date:** 1<sup>st</sup> January 2024
- **Time:** 2.00pm
- **Location:** IQAC Cell



Dr. Manjusha Deshmukh  
Principal  
Chairperson, SRGC



**PRINCIPAL**  
**Saraswati College of Engineering**  
**Kharghar, Navi Mumbai-410210**



SARASWATI Education Society's  
**SARASWATI College of Engineering**

Learn Live Achieve and Contribute

Kharwar, Near Phursai - 410 210.

**NAAC A+ Accredited**

RefNO: SCOE/OUT.DOC/2023/62

Date: 27/12/2023

(62)

## Notice

Dear Student Grievance Redressal Committee Members,

This is to inform you that a meeting of the Student Grievance Redressal Committee (SGRC) has been scheduled as follows:

**Date:** 1<sup>st</sup> January 2024

**Time:** 2.00pm

**Location:** IQAC Cell

### Agenda:

1. Review of Previous Minutes
2. Addressing current grievances
3. Planning for future grievance handling procedures
4. Any other point to be discussed.

Your presence and active participation in this meeting are crucial as we work towards addressing student grievances and enhancing the grievance redressal process within our college community. Your valuable insights and contributions will greatly contribute to the effectiveness of the committee's efforts. Please make every effort to attend this meeting.

We look forward to productive discussions and collaborative solutions at the upcoming meeting.

**Dr. Manjusha Deshmukh**

Principal

Chairman, SGRC




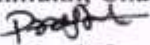
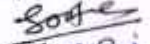



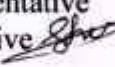
### Minutes of Meeting

**Date:** 1<sup>st</sup> January 2024

**Time:** 2.00pm

**Location:** IQAC Cell

#### Attendees:

1. Dr. Manjusha Deshmukh, Chairperson 
2. Dr. Prashant Ingle 
3. Prof. M. B. Sorte 
4. Prof. Rajashri Narwade 
5. Prof. Sagar Kadu 
6. Prof. Amol Bhagat 
7. Prof. Pallavi Kharat
8. Mr. Priyanuj Choudhury, Student Representative
9. Ms. Shweta Chavan, Student Representative 
10. Savita Yadav, Recording Secretary

#### Agenda:

1. Review of Previous Minutes
2. Addressing current grievances
3. Planning for future grievance handling procedures
4. Any other point to be discussed.

#### Minutes:

1. **Review of Previous Minutes:** The chairperson called the meeting to order and the minutes from the previous meeting were reviewed. It was noted that all action items had been completed satisfactorily.
2. **Addressing Current Grievances:** Few grievances were brought to the attention of the committee, including issues related to faculty behaviour, and canteen facilities. Each grievance was thoroughly discussed, and action plans were developed to address them. The committee agreed to follow up on the progress of these actions in the next meeting.
3. **Planning for Future Grievance Handling Procedures:** The committee discussed strategies for improving the grievance handling procedures to ensure timely and effective resolution of student issues. It was decided to address the faculty and staff and to streamline the grievance submission process for students.
4. **Any Other :**

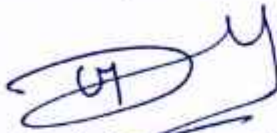
- It was decided to schedule regular meetings of the committee to ensure prompt resolution of grievances and continuous improvement of the student experience.

Next Meeting: The next meeting was scheduled for

**Date:** 5<sup>th</sup> July 2024

**Time:** 2.00pm

**Location:** IQAC Cell



Dr. Manjusha Deshmukh  
Principal

**Chairperson, SRGC**