

GRIEVANCE REDRESSAL COMMITTEE

SL. NO	NAME	DESIGNATION & DEPARTMENT	POSITION (CHAIRMAN/MEMBER)	CONTACT NO
1	Prof. Jeure N.B.	Principal	Chairman	9422463883
2	Mr. Pawar V.D	H.O.D CO Department	Member	7588214948
3	Mr. Paramshetti S.C.	HOD ME Department	Member	8698550737
4	Mr. Desai P.B.	HOD E & TC Department	Member	9096259152
5	Mr. Jangonda D. A	HOD CE Department	Member	9552513282

Grievance Redressal Committee (GRC)

Responsibilities of Grievance Redressal Committee (GRC)

Goal: The Grievance Appeal Committee shall be responsible for collective agreement dealing with grievances.

Activities:

SVSMD's is committed to providing a harmonious, fair and just learning environment by ensuring that students and staff have access to processes that allow for appeals, complaints and grievances to be resolved.

Student and staff grievance resolution processes seek to facilitate the informal resolution of grievances as close as possible to the source of student dissatisfaction, though there will be instances when either students may choose to lodge a formal appeal or a grievance needs to go to a higher authority for resolution

SVSMD's approach to student grievance resolution emphasizes:

1. Fairness and impartiality
2. The handling of grievances informally where possible
3. The principles of natural justice and procedural fairness
4. Effective, reciprocal communication and feedback

Role and Responsibilities of the Grievance Committee (GC)

1. Student Grievance Committee shall hear complaints and appeals arising from the policies on:
 1. Evaluation and assessment
 2. Academic programs
 3. Student progress
 4. Student admission
 5. Breaches of academic integrity
 6. Problems arising in the context of their association with the institute, including those involving faculty misconduct in an instructional setting
 7. Administrative operations or decisions relating to academic matters.
 8. Other policies, not listed above, which provide for scope to the Grievance Committee.
2. **Jurisdiction:** The committee is charged with hearing those student grievances related to faculty misconduct in the performance of his or her duties in an instructional setting. It should be understood, however, that certain cases do not fall under the jurisdiction GC, but are subject to special investigatory procedures: cases involving sexual harassment or sexual misconduct; cases involving discrimination on the basis of race, color, age, national origin, religion, gender, sexual orientation, disability, or any other protected status.
3. The grievance once received, the convener shall be responsible for the distribution of a copy of the grievance to the other members of the Grievance Appeal Committee.
4. **Investigating a Potential Grievance:** The duty of GC is to provide fair representation for all of its members. The Committee Member appointed to investigate a potential grievance shall investigate the grievance and report the results of the investigation to the Grievance Committee, along with a recommendation. At all stages in the handling of a potential grievance, the Grievance Committee and members undertake to maintain a policy of confidentiality and assess the grievance fairly, without discrimination, and in a non arbitrary fashion. Depending on the circumstances and seriousness of the grievance, the investigation shall include:

1. At least one meeting with the aggrieved member to determine all relevant facts and secure all relevant documentation. The investigating Grievance Committee member shall interview or attempt to interview any relevant witnesses to the facts of the grievance.
2. During the course of the investigation, the investigator will maintain careful notes of interviews with the aggrieved member and relevant witnesses.
3. Fostering intellectual inquiry in a climate of academic freedom and integrity. Its members, students and faculty alike, are expected to uphold these principles and exhibit tolerance and respect for others.
4. In addition to the written statements and testimony of the student and the faculty member, the Committee may collect and consider any information it deems relevant and hear from anyone it deems to have relevant information. Both the student and faculty member may suggest the names of persons with relevant information, but the Committee makes the final decision about whom to interview.
5. The proceedings and the Committee's deliberations shall be confidential and not open to the public.

Timeframe for Committee Proceedings, Its Report and the Decision: The Committee shall make every effort to address requests for reviews during the monthly meeting after they have been submitted and to inform students of its decision within 10 working days thereafter. (The Committee meets twice in semester.)