

Grievance Redressal Policy



**Late Purushottam Hari (Ganesh) Patil Shikshan Sanstha's
Mauli Group of Institution's,
College of Engineering & Technology,
Khamgaon Road, Shegaon, Maharashtra, India, 444203.**

(2023-24)



1.0 Introduction:

A grievance redressal system is a way to handle complaints from both students and staff. It may be characterized as a channel for them to voice their issues. Staff and student problems can be resolved with the use of the grievance redressal system.

Institute has implemented both online and offline Grievance redressal systems. The online grievance redressal mechanism is implemented through Eduplus ERP which aims at resolving the grievances of students, staff with optimal transparency and accuracy.

The Internal Complaint Committee, Grievance Redressal Cell, etc. have been established in the institute which deals with the grievance of students and staff.

1.1 Objective:

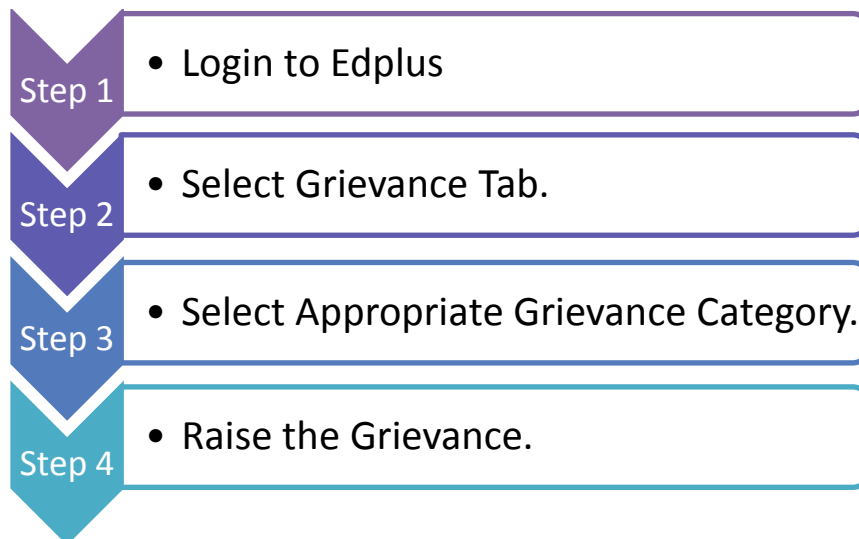
- 1) To satisfactory resolve the grievances of student.
- 2) To satisfactory resolve the grievances of staff.
- 3) To provide an easily accessible mechanism for settlement of student and staff grievances.

1.2 Scope and Applicability:

This policy applies to all students and staff of Mauli Group of Institution's, College of Engineering and Technology, Shegaon.

1.3 How to Apply

1.3.1 Online:



1.3.2 Offline:

Grievance can be submitted in written to Internal Complaint Committee or higher authorities.

1.4 Student Grievance Redressal Categories (Online Mode)

Sr. No.	Grievance Category
1	Academic_ Applied Science & Humanities
2	Academic_ Computer Science & Engineering
3	Academic_ Civil Engineering
4	Academic_ Electrical Engineering
5	Academic_ Electronics & Telecommunication Engineering
6	Academic_ Information & Technology
7	Academic_ Mechanical Engineering
8	Examination
9	Ragging
10	Internal Complaint
11	Sexual Harassment
12	Account
13	Scholarship
14	Infrastructure and Maintenance
15	Library
16	Sports
17	Hostel
18	Transport
19	Mess
20	Canteen

1.5 Staff Grievance Redressal Categories (Online Mode)

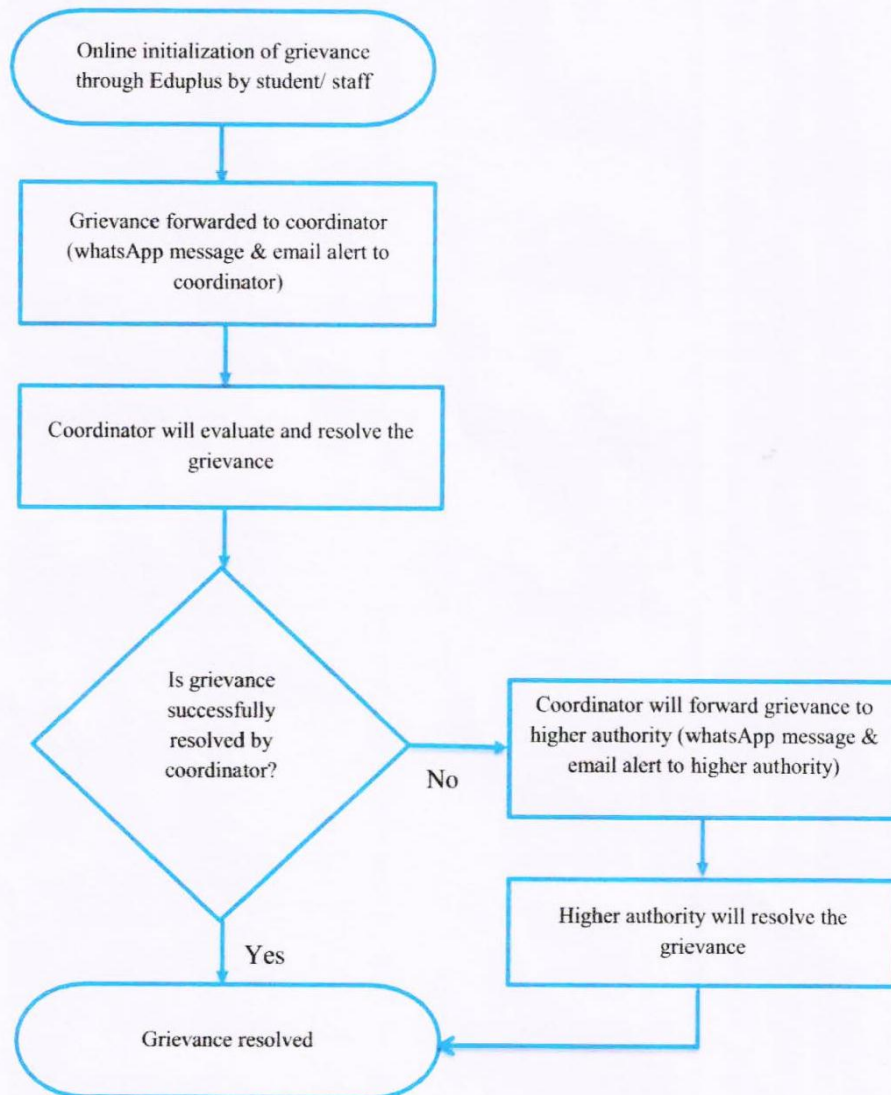
Sr. No.	Grievance Category
1	ERP
2	Accounts (Salary, PF, Leaves etc)
3	Internal Complaint
4	Sexual Harassment
5	Infrastructure and Maintenance
6	Library
7	Canteen
8	Transport

1.6 Online Grievance Redressal Mechanism



Late Purushottam Hari (Ganesh) Patil Shikshan Sanstha's
Mauli Group of Institution's, College of Engineering & Technology, Shegaon

Grievance Redressal Mechanism



Principal

(Dr. C.M. Jadhao)

PRINCIPAL
Mauli Group of Institutions
College of Engineering &
Technology, Shegaon

1.7 Offline Grievance Form



Late Purushottam Hari (Ganesh) Patil Shikshan Sanstha's
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College of Engineering & Technology, Shegaon.

Student Grievance Form

Name of Student : _____

Gender: Male Female Other

Branch/Year/ PRN No. : _____

Email address : _____

Mobile Number: _____

Address: _____

Grievance:

Indicate the type of grievance : Academic Non-Academic Discrimination

"In the space below, state your grievance. Be as specific as possible. If this is an academic grievance (including a grade appeal), please give the faculty's name, and department."

Signature

For Office Use

Grievance Identification Number:
Grievance Forwarded to:
Major action taken on grievance:
Remark:

ICC

HOD

Principal

Student Receipt

Name of Student : _____

Grievance Identification No. : _____

Grievance Accepted by Name & Sign

