



Shri Gajanan ShikshanSanstha's  
**SHRI SANT GAJANAN MAHARAJ COLLEGE OFENGINEERING  
SHEGAON – 444203, DIST. BULDHANA (MAHARASHTRA STATE),INDIA**

"Recognized by A.I.C.T.E., New Delhi" Affiliated to Sant Gadge Baba Amravati University, Amravati  
"Approved by the D.T.E., M.S. Mumbai"

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## **GRIEVANCE REDRESSAL POLICY**

### **Objective:**

The Grievance Redressal Policy of SSGMCE is designed to provide a transparent and effective mechanism for students, faculty, and staff to express and resolve their grievances promptly. This policy aims to ensure a positive and conducive learning and working environment within the institution.

### **Scope:**

This policy covers all members of the academic community, including students, faculty, and staff.

### **Grievance Categories:**

Grievances may include but are not limited to:

Academic matters

Examination-related issues

Administrative concerns

Discrimination or harassment

Infrastructure and facilities

Any other matter affecting the academic environment

### **Grievance Redressal Committee:**

A Grievance Redressal Committee (GRC) is constituted to address grievances. The committee is responsible for ensuring the fair and unbiased resolution of grievances.

### **Grievance Redressal Procedure:**

All stakeholders, including students, faculty members, supporting staff, and parents, have the option to submit their grievances to the Principal through an online mode. The link for the submission of grievances is available on the college website.

This online platform facilitates a convenient and efficient way for stakeholders to express their concerns, ensuring a streamlined process for grievance submission.

Grievances can also be submitted by stakeholders through offline mode. In this case, the Grievance Application Form, along with relevant documents, is to be submitted to the Principal, SSGMCE, Shegaon, Dist: Buldhana, Pin: 444203, either by post/courier or in person.



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**Procedure for Redressal:**

Upon receiving a grievance, the Grievance Redressal Committee will conduct an initial assessment of the grievance to determine its nature and scope.

If necessary, the committee may seek additional information from the aggrieved party and relevant stakeholders.

The committee will conduct a thorough investigation, ensuring a fair and impartial assessment.

A resolution will be proposed, and the aggrieved party will be informed of the outcome within a reasonable timeframe.



  
PRINCIPAL  
Shri Sant Gajanan Maharaj  
College of Engineering, Shegaon.