



**ZEAL
INSTITUTES**

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NARHE | PUNE | INDIA



JUNIOR COLLEGE | ITI | POLYTECHNIC | ENGINEERING | MBA | MCA | Ph.D

POLICY DOCUMENT

STUDENT GRIEVANCE POLICY

ZEAL EDUCATION SOCIETY'S

ZEAL COLLEGE OF ENGINEERING & RESEARCH

Approved by AICTE, New Delhic, Recognised by Govt. of Maharashtra and Affiliated to Savitribai Phule Pune University, Pune

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POLICY DOCUMENT

STUDENTS' GRIEVANCE CELL

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Institute Vision:

To be a premier institute in technical education by imparting academic excellence, research, social and entrepreneurial attitude.

Institute Mission:

M1: To achieve academic excellence through innovative teaching and learning process.

M2: To imbibe the research culture for addressing industry and societal needs.

M3: To inculcate social attitude through community engagement initiatives.

M4: To provide conducive environment for building the entrepreneurial skills.



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PREFACE

At **Zeal College of Engineering & Research, Narhe, Pune**, we take pride in our unwavering commitment to fostering a nurturing and inclusive environment for our students. As an institution dedicated to excellence, we strive to empower all stakeholders in realizing their potential across various spectrums of professional life.

In alignment with our vision, the **Students' Grievance Cell** serves as a vital mechanism to ensure the well-being and holistic development of our students. This cell acts as a bridge between the institution and its students, addressing their concerns promptly and effectively while maintaining fairness and transparency.

The Grievance Cell is designed to uphold students' rights, promote a positive academic environment, and enhance their overall experience. It reflects our dedication to cultivating a campus culture that values dialogue, mutual respect, and continuous improvement. By resolving grievances with empathy and diligence, we aim to instil confidence and trust among our students, empowering them to focus on achieving their academic and professional aspirations.

This initiative underscores Zeal College of Engineering & Research's ethos of prioritizing student welfare and ensuring that every individual is heard, respected, and supported throughout their journey with us.

We remain steadfast in our mission to uplift our students and prepare them for a fulfilling and successful future.



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STUDENTS GRIEVANCE CELL

1. Objectives

- To introduce a Monitoring strategy to administer the operative of Grievance Redressal Policy.
- To maintain the pride of the College by confirming strife free atmosphere by ensuring amiable relationship between Student & Student and Student & Teacher.
- To reassure the students to report their grievances and problems freely and openly, without any fear of being maltreated.
- Student should use the complaint box to convey their complaints and suggestions in writing for the improvement in academics and administration. Their names shall be kept secret.
- To guide the Students to show respect for one another and show extreme control and tolerance in case of any incident of conflict takes place.
- To direct the Students to abstain from provoking Students against others, teachers and College administration.
- To ensure that all staff members are kind to the Students and do not behave in a hurtful manner towards any of them for any reason.
- To launch an organized pattern of interaction with Students so as to produce information on their expectations.
- To categorize errors of system in the execution of several other notifications in order to find solutions.
- To educate the Students about their duties and responsibilities to access benefits under Institutional policies.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

2. Scope

The **Students' Grievance Cell** serves as a structured platform to address and resolve concerns raised by students effectively and transparently. Its scope includes:

- Address grievances related to academic, administrative, or infrastructural issues.
- Resolve matters concerning unfair treatment, discrimination, or harassment.
- Ensure impartial investigation and resolution of student complaints.
- Maintain confidentiality and protect the rights of all stakeholders involved.
- Handle issues regarding attendance, examination, evaluation, or course-related grievances.
- Facilitate dialogue between students and faculty for academic challenges.



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3. Definitions

1. Aggrieved student - means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
2. Grievance - means, and includes, complaint(s) made by an aggrieved student.

4. Functions of the Committee

- ✓ The cases are attended promptly on receipt of written grievances from the students and recommendations are given case to case.
- ✓ The Committee formally meets to review all cases, prepares a statistical report 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.
- ✓ To provide with proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized and if required the names of the complainant is kept anonymous.
- ✓ To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process.
- ✓ To analyse the merits of grievances and conduct formal hearings and investigation as the case may be
- ✓ To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines;
- ✓ To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues involved with the parties named in the grievance application;
- ✓ To ensure speedy disposal of every grievance application - within a maximum period of one month of the receipt of application.

5. Procedure for Filing a Complaint / Grievance

1. Eligibility: Any student of Zeal College of Engineering & Research may file a grievance, either individually or as a group.
2. Mode of Submission:
 - Grievances can be submitted through the email to the grievance cell's official mail address of presiding officer or in writing using the prescribed grievance form available at the administrative office.
3. Details Required:
 - Full name, enrolment number, course, and contact information of the complainant.



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- A clear and concise description of the grievance.
 - Supporting documents, if applicable.
 - Date and signature (for offline submissions).
4. Acknowledgment: Grievances will be acknowledged within 2 working days of receipt.

6. Process for Addressing the Grievance

1. Initial Review: The grievance will be reviewed by the Grievance Cell Committee within 3 working days to assess its validity and category.
2. Categorization:
 - Grievances will be categorized as academic, administrative, infrastructure-related, or behavioural (including harassment or misconduct).
 - Urgent matters, such as safety concerns or harassment, will be given immediate priority.
3. Committee Involvement:
 - The grievance will be assigned to a designated member or sub-committee for resolution.
 - Relevant stakeholders (faculty, staff, or administration) may be involved as necessary.
4. Resolution Timeline: All grievances will be resolved within 7 working days from the date of acknowledgment.

7. Confidentiality

1. Privacy Protection: The identity and details of the complainant and other involved parties will be kept confidential.
2. Restricted Access: Information regarding grievances will only be accessible to authorized personnel involved in the resolution process.
3. Non-Retaliation: Complainants are protected from retaliation or adverse consequences for filing a grievance.

8. Inquiry Process

1. Formation of Inquiry Committee:
 - An inquiry sub-committee comprising at least three members of the Grievance Cell will be formed.
 - For sensitive cases, such as harassment, an external expert or counsellor may be included.
2. Inquiry Steps:
 - Both the complainant and respondent will have the opportunity to present their statements and submit evidence or witness testimonies.
 - The committee will conduct a thorough review of the grievance and supporting documents.
3. Report Preparation:
 - The sub-committee will prepare a detailed report, including findings and recommendations, which will be submitted to the Grievance Cell Head.



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4. Decision Communication:

- The Grievance Cell will issue a decision based on the inquiry report, and the resolution will be communicated in writing to the complainant.

9. Conciliation and Settlement

1. Conciliation Meetings:

- Informal conciliation meetings may be conducted to facilitate mutual understanding and resolution.
- Both the complainant and respondent (if applicable) will be encouraged to participate in these meetings in good faith.

2. Mutual Settlement:

- If a settlement is reached, it will be documented and signed by both parties. The case will then be closed.
- If no settlement is achieved, the matter will proceed to the inquiry stage.

10. Procedure of Submission

1. Final Submission:

- If the grievance remains unresolved, the complainant may escalate the issue to the Principal or Governing Body of the institution.

2. External Authorities:

- For unresolved cases at the institutional level, the complainant may approach external authorities such as the Directorate of Technical Education (DTE) or relevant legal or regulatory bodies.

11. Professional Consequences of Violation of the Policy

1. For Complainants:

- Filing false grievances or providing misleading information may result in disciplinary action, including suspension of grievance privileges.

2. For Respondents:

- Verified violations, including misconduct or harassment, may result in penalties such as suspension, expulsion, or other disciplinary measures based on the severity of the offense.

3. For Committee Members:

- Any breach of confidentiality or partiality during the grievance process may result in removal from the Grievance Cell and further disciplinary action.

12. Government Clauses

1. Compliance:

- The Grievance Cell functions in adherence to relevant government regulations, including guidelines issued by AICTE, DTE, and other statutory bodies.



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2. Mandatory Provisions:

- Ensure compliance with anti-ragging directives from the Supreme Court and UGC.
- Address grievances in alignment with constitutional provisions safeguarding students' rights.

3. Reporting:

- Periodic reports on grievances and resolutions will be submitted to the appropriate government bodies as required.

13. Review and Amendment

This policy will be reviewed periodically to ensure alignment with institutional goals and government regulations. Amendments may be made as necessary to improve its effectiveness and scope.