

# Annexure V

## GRIEVANCE REDRESSAL CELL

In RIMRD we want to strengthen further the already existing communication network to foster the collegiality of the stakeholders. Being human nature what it is, there is always loose talk, grapevine and rumors giving rise to speculation leading to poor morale.

The open door-policy and the open house have served us well. Nevertheless we want to streamline the grievance redressal mechanism in RIMRD. We want a simple, easily understood, speedy and just procedure to attend to individual or group grievances.

The overall objective of this mechanism is to ensure transparency in all our dealings.

GRIEVANCE REDRESSAL CELL		
01	Mr. N. B. Hole	Representative of the Trust
02	Mrs. Kamal Jadhav	Representative of Teaching Staff
03	Mr. Tushar Sonawane	Representative of Teaching Staff
04	Mrs. Sheetal Badkas	Representative of Non-Teaching Staff

We envisage a three-tier set up to handle grievances of the students.

i. **First Level:** The functional heads (HODs/ Faculties) shall attend to the individual grievances relating to the concerned departments. A decision if necessary, in consultation with others, and the grieved party shall be communicated in 48 hours of time.

ii. **Second level:** In case the individual is not satisfied with the decision, the matter shall be referred to the GRIEVANCE REDRESSAL CELL for its opinion. The committee shall consider the matter in detail and record the observation in seven days time. Unanimous recommendations of the cell may be implemented expeditiously. The management giving representation to all the functional departments including hostels and library and student representatives shall

constitute the Grievance Redressal Cell. The number of students shall not be less than two.

iii. Third Level: If the aggrieved party is still unhappy with the findings of the cell the matter shall be left to the decision of the Director/ Dr. B.S. Patil of the Institute and his/her decision shall be final.

### **Grievance Redressal for Teaching/Non-teaching Staff**

The respective staff-councils shall be the appropriate forum for airing grievances and seeking redressal. Sub-committees shall, if necessary, be constituted to look into the matter for the just resolution of the grievances. In the event of a sub-committee looking into the matter, the decision shall be arrived at by consensus and communicated in 14 days time. In case the aggrieved staff is unhappy with the decision, the concerned person shall make a representation to the Principal. The Principal shall give his decision in seven days time. If the person still remains unhappy he/she can make an appeal to the Manager and his decision shall be final and binding.

A working group of three members including one student member of the grievances committee shall regularly monitor the activities. The group shall sort out grievances from suggestions, recommendations and new proposals. Grievances alone shall be referred to the competent person/body. Other things shall be set apart for the general body, management committees/governing body, for action.