



Pimpri Chinchwad Education Trust's

S. B. PATIL INSTITUTE OF MANAGEMENT

(Permanently Affiliated to Savitribai Phule Pune University)

Sector No 26, Pradhikaran, Nigdi, Pune – 411 044



GRIEVANCE REDRESSAL MECHANISM

SBPIM has a mechanism for redressal of students' grievances related to academic and non-academic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by colleague students or faculty and staff etc. SBPIM has a Grievance Redressal Cell - Staff Committee and Students Committee, at the Institute level to deal with the grievances of the both. The cell takes all efforts to address problems and complaints if any of staff & students.

Students can express their grievance via the following mechanisms:

1. To put an anonymous grievance, issues can be written & dropped in the suggestion Box , which is checked after every fortnight.
2. Students can also download the Grievance Redressal form from the website, under the grievance cell tab. This form (Hard Copy) needs to be submitted to the grievance committee.
3. Students can lodge their grievance via sending an email specifying the grievance issues to the following Email id: grievance@sbpatilmba.com
4. Students can also express their concerns to their respective Mentors during their mentorship meetings.
5. Students can meet their coordinators of respective committees related to the issues (Library, Internal Examination, Anti Ragging, Internal Complain Committee etc.) and express it to them.

The SBPIM Grievance Redressal Cell aims to ensure transparency and support for students, Faculty members and other staff associated with institute with the paramount objective of preventing unfair practices and to provide a mechanism for fair redressal of grievance. This Grievance Redressal Cell considers all grievances submitted in writing by any member of the Students, Faculty members and other staff of the Institute.

A thorough investigation is conducted after a grievance is received in writing. The SBPIM Grievance Redressal Cell has the right to access all confidential files or otherwise documents relevant to the individual's grievance to reach to a fair conclusion. The Cell studies the application and after looking into the relevant documents, discusses with all those who are concerned with the issue. The SBPIM Cell reviews the application and the relevant documents thoroughly and then discusses the matter with the concerned parties. Once a thorough verification is done, the Cell submits its recommendations and reports to the Director as expeditiously as possible to resolve the grievance. It tries to make a final settlement of any grievance within a reasonable period (normally not exceeding one month). In case the appellant is not satisfied with the decision, he has the right to state so in writing and appeal to the Director. In that case the Director may appoint another committee to look into the matter and reinvestigate. After this, the new committee shall investigate the matter and submit its recommendations and report to the Director. If still the grievance is unsettled, then the appellant may write a written complaint to the higher authorities i.e. Trustees, who may then appoint a new committee to look into the matter, investigate all the aspects and give final judgment, which is binding to both the parties. Furthermore, in case of grievance regarding admissions or examination, the appellant can give a written complaint to the SPPU Grievance Cell and follow the SPPU process to get the resolution.

The Institute has well functioned Anti Ragging Committee and Sexual Harassment Committee (Internal Complaints Committee) along with Grievance Redressal Committee.

Approved by



Dr. Kirti Dharwadkar

Director, SBPIM



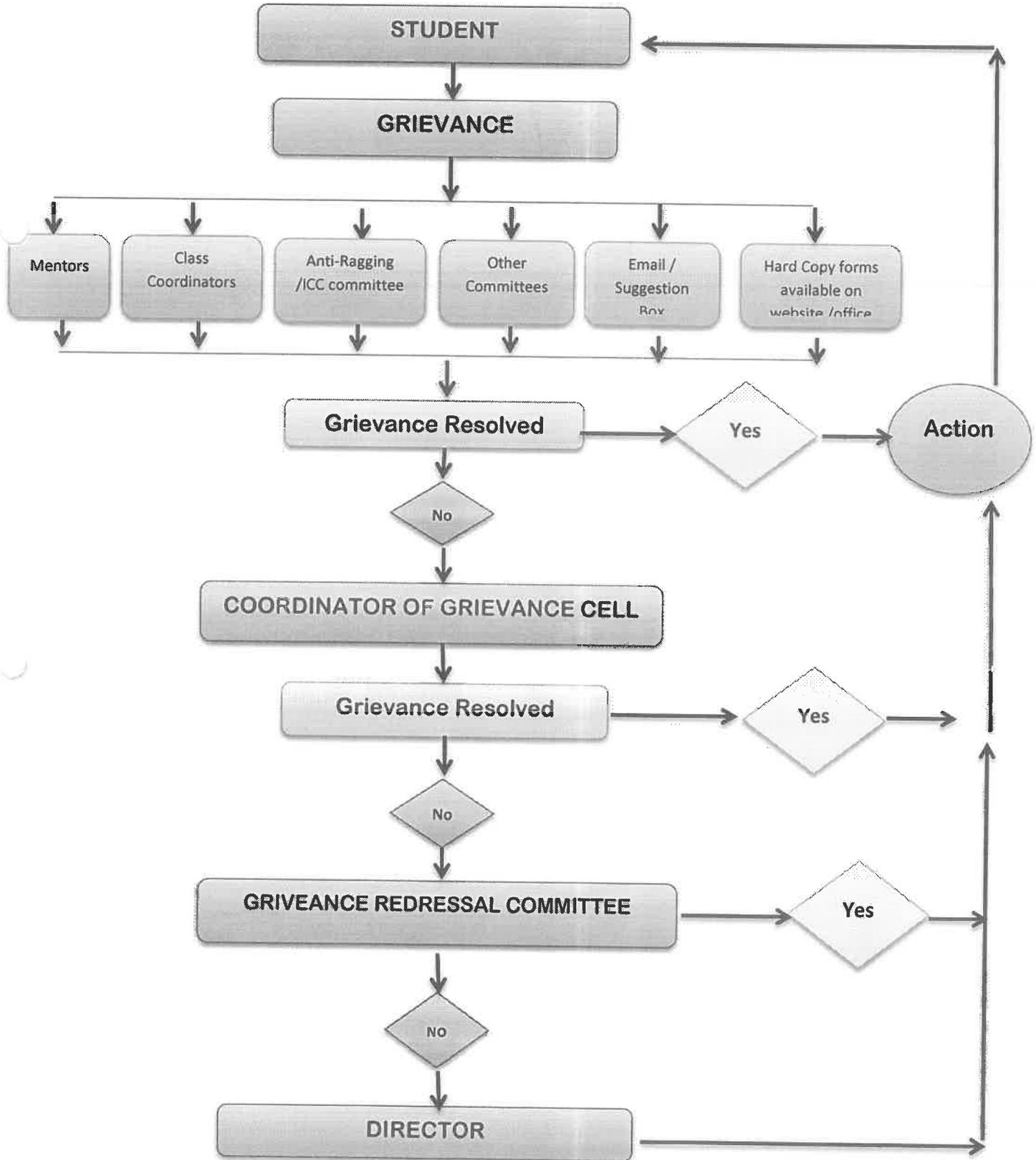


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GRIEVANCE REDRESSA MECHANISM FLOW CHART- Part1



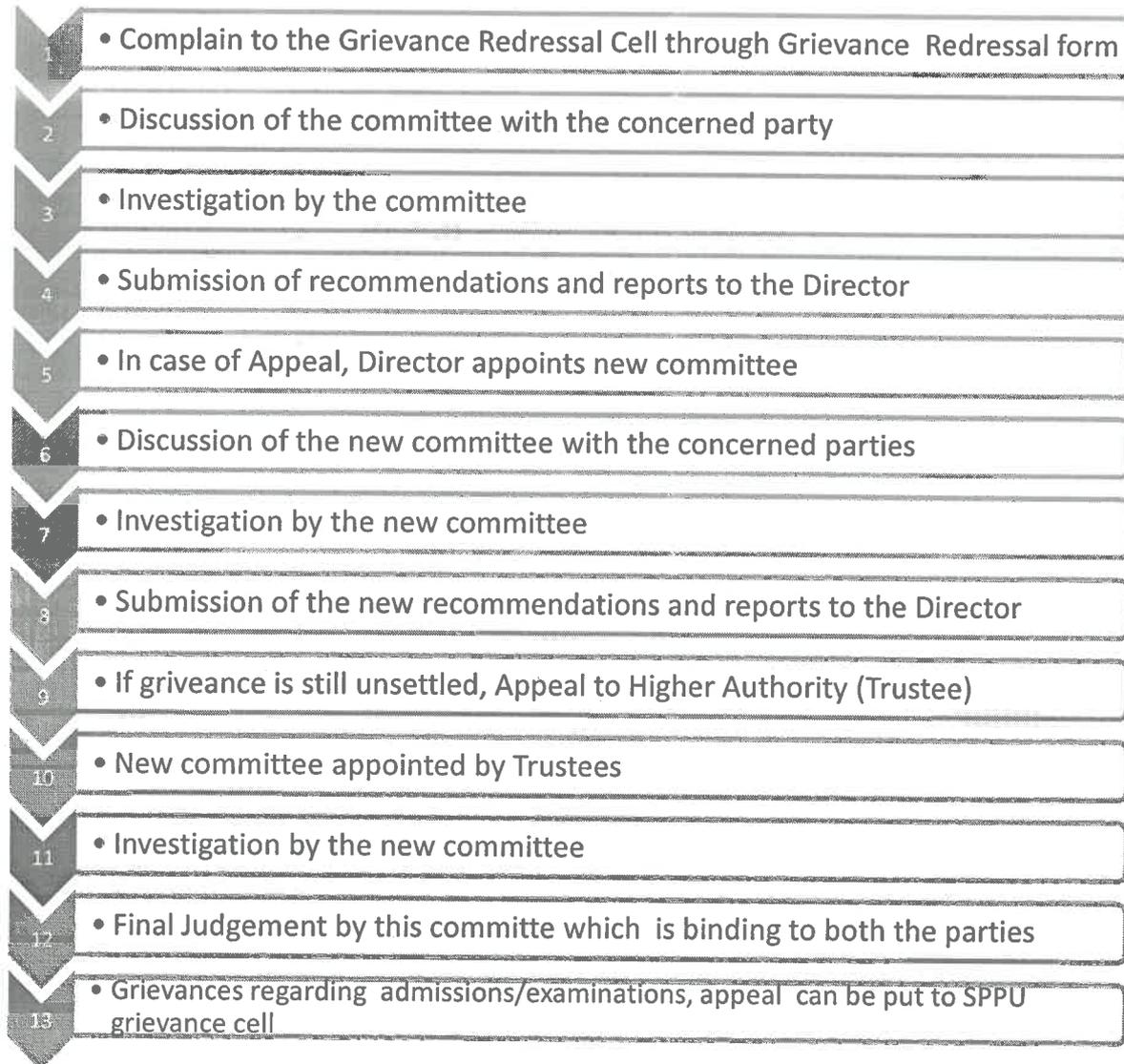


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GRIEVANCE REDRESSAL MECHANISM FLOW CHART- Part 2



Approved By


Dr. Kirti Dharwadkar

Director.





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Grievance Redressal Form

Name of the Student	
Semester (I/II/III/IV) & Division	
Telephone Number	
Date	

Grievance Type: Library/ Classroom Resources/ Infrastructure/Examination (Internal &External)/ Fees/ Sexual Harassment/ Ragging.(Kindly write in detail about the grievances)

Any Other Grievances: (Kindly write in detail about the grievances)

