



Ref. No./NCER/office/OGRM/2022/92

Date :- 28.03.2022

As per the rules and regulations addressed by the statutory bodies like AICTE / UGC / BATU, for student, Staff in a Technical Institution, "**Online Grievance Redressal Mechanism**" of Nutan College of Engineering and Research, Talegaon Dabhade, Pune, has been constituted with following Staff members in different positions to enquiry of received grievances.

Online Grievance Redressal Mechanism :-

Sr. No.	Position	Name of the Member	Dept.
1	Chairperson	Dr. Aparna Pande	Principal
2	Ombudsperson	Dr. Dr. V. Rama Shastry	Vice-Chancellor DBATU
3	Co_ordinator	Prof. Vishal Birajdar	Mechanical Dept.
3	Member	Dr. Sagar Shinde	Artificial Intelligence
5	Member	Dr. Prasad Dhore	Computer Sci. & Engg. Dept.
6	Member	Prof. Milind Ovhal	Mechanical Dept.
7	Member	Prof. Nilima Bawane	Mechanical Dept.
8	Member	Prof. Ravindra Bhegade	Electronics Comm. Dept.
9	Member	Prof. Premkumar Kolle	Basic Sci. & Engg. (F.E.)
10	Member	Prof. Ravindra Gahane	Electronics Comm. Dept.
11	Member	Prof. Rupali Jagnade	Basic Sci. & Engg. (F.E.)
12	Member (Student)	Charudatta Jadhav	Student Representative
13	Member (Student)	Shishupal Kumar	Student Representative

Procedure of Grievance Redressal Mechanism :-

1. Timely Action: ...
2. Accepting the Grievance: ...
3. Identifying the Problem: ...
4. Collecting the Facts: ...
5. Analysing the cause of the Grievance: ...
6. Taking Decision: ...
7. Implementing the Decision:

Standard Operating Procedure for Handling Grievance:-

1. On receipt of complaint / grievance, Grievance Committee shall segregate the complaint, discuss with the concerned committee.
2. Complaints of general nature shall be considered by this committee and resolved accordingly.
3. The concerned committee shall investigate the cases directed accordingly.
4. If required, a hearing with the complainant or clarification from the concerned may be taken.
5. The complainant shall be informed about the action taken by the committee.
6. If the complaint / grievance are found invalid, the complainant and the person against whom the complaint is made will be informed accordingly and penal action may be taken.
7. The complaint in any case shall be resolved within a one month of its receipt Send Grievances on following Link:-

https://docs.google.com/forms/d/1bsK1y3tcRoLpvr0ictT-c8BoXeXn5WC0ggDxZGMMsv8/viewform?edit_requested=true

Copy to :- 1. Above Concerned Members



Dr. Aparna Pande
Chairman