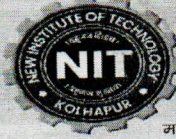




# NEW INSTITUTE OF TECHNOLOGY

(Recognised by AICTE New Delhi, DTE Mumbai of Govt. of Maharashtra, affiliated to MSBTE Mumbai & DBATU, Lonere.)

Dr. S. H. Dabhole  
Director



# न्यू इन्स्टिट्यूट ऑफ टेक्नोलॉजी

(एआयसीटीई, न्यू दिल्ली व तंत्रशिक्षण संचालनालय, महाराष्ट्र राज्य, मुंबई मान्यता प्राप्त आणि महाराष्ट्र राज्य तंत्र शिक्षण मंडळ, मुंबई व डॉ. बाबासाहेब आंबेडकर तंत्रशास्त्र विद्यापीठ, लोणेरे संलग्न)

Dr. K. G. Patil  
Chairman

NBA Accredited

Ref. No.: - NIT/2024-25/337

Date: 8-8-2024

## OFFICE ORDER

It is hereby order that you are appointed as designated member of **Staff and Student Grievances and Redressal Committee** from A.Y. 2024-25 to A.Y. 2026-27. It is desirable to have uniform policy and procedures to avoid and monitor Staff and Student Grievances and Redressal for all the departments in the institutes while day to day working hours. Faculty Grievances should adopt uniform procedures towards healthy Teaching Learning atmosphere.

### Constitution of Staff and Student Grievances and Redressal Committee

Sr. No.	Name of Person	Designation	Signature
1.	Dr. Sanjay H. Dabhole Director, NIT, Kolhapur	Chairman	
2.	Mrs. Savita Rajendra Patil PSMB Ladies Grievances Head	Member	
3.	Mrs. Prajakta Tanaji Patil Head, Ladies Grievances NIT, Kolhapur	Member	
4.	Shri Bajirao Bapu Rajigare HOD Electrical, Electronics and Power Engg.	Member	
5.	Dy. Secretary, RBTE Pune,	Member	
6.	Shri. Nitin Bhavurao Patil Registrar, NIT, Kolhapur	Member - Secretary	



Director  
(Dr. Sanjay H. Dabhole)  
New Institute of Technology  
Kolhapur-416005.

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TECHNOLOGY**



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## GRIEVANCE REDRESSAL POLICY

**A Grievance is any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything connected with the Institute that a student or an employee thinks, believes, or even feels, is unfair, unjust or inequitable.**

### 1) Objective:

- Linking with a well-defined Disciplinary System to make it acceptable to all.
- All actions should be prompt for better redresses of Grievance.
- To make the redressal process fair, impartial, consistent, with prior warnings and commensurate with gravity of misconduct.
- Aim should be on prevention of misconduct rather than controlling through punitive measures.

### 2) Redressal Procedure:

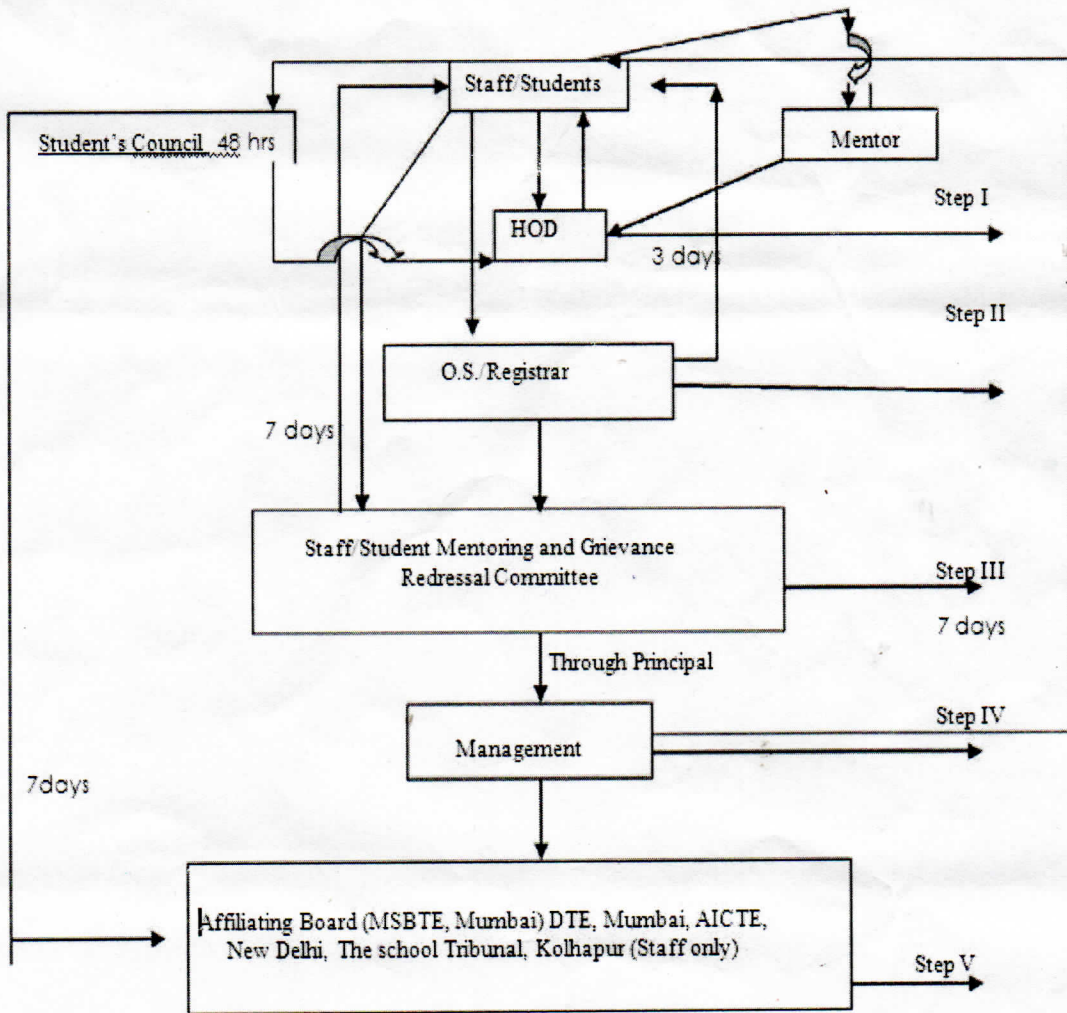
- An aggrieved staff/student shall first present his/her grievance verbally or in writing to the concerned Head of the Department (HOD). The **HOD** is required to furnish the answer within **48 hrs** of the presentation of grievance.
- If the staff/student is not satisfied with the answer, he/she can approach to the concerned officers (**Registrar**) appointed by PSMBH management for that purpose directly. The officers must give his/her answer within **3 days** of the presentation of the complainant(s).
- If the staff/student is not satisfied with the answer, he/she can approach to the "student Mentoring and Grievance Redressal Committee" which shall evaluate the case and make its recommendations to **Principal** within **seven days** of presentation of the case. The student would be communicated the recommendation within **3 days**.
- If the committee fails to take the decision within the stipulated time or the student is not satisfied with the decision, he/she can an appeal for revision to PSMBH management. PSMBH Management is supposed to communicate its decision within seven days of student's revised petition.
- If the staff/student is unsatisfied with the PSMBH management's decision,





student's council or management may refer to Affiliating MSBTE, Mumbai Board or Directorate of Technical Education, Mumbai or All India Council for Technical Education, New Delhi or for legal matter staff can refer the school tribunal, Kolhapur or court.

**3) Grievance Flowchart (for Staff / Students):**



॥ बहुजन हिताय । बहुजन सुखाय ॥  
महाराष्ट्र शासनाचा आदर्श शिक्षण संस्था पुरस्कारप्राप्त  
श्री प्रिन्स शिवाजी मराठा बोर्डिंग हाऊस संचलित  
(PTI-2583/(95)/TE-1-B Date: 24th June 1983)



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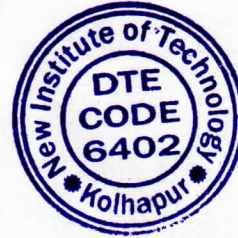


**Dr. K. G. Patil**  
Chairman

### Understanding the Grievance:

- **Open Door Policy:** General invitations to students/staffs informally drop in the Concerned Officer's room and talk informally over their grievance. They may even present the grievance through the official contact numbers of the said officers.
- **Gripe Boxes:** Students/employees can drop their anonymous complaints.
- **Opinion Surveys:** Through mentor and other feedback schemes, the opinion surveys may be conducted for better understanding.
- **E-mails:** Through separate e-mails to HOD, Registrar, and Principal or to the Top Management directly.

[\(npkolhapur@gmail.com\)](mailto:npkolhapur@gmail.com)



  
Principal

Dr. Sanjay Dabhole  
Director

(Dr. Sanjay H. Dabhole)  
New Institute of Technology  
Kolhapur-416005.