	Shetkari Shikshan Prasarak Mandal Rethare Bk's <b>Jaywant College of Engineering and Polytechnic,</b> K.M.Gad, Tal. -Walwa Dist. Sangli Pin 415302 (Approved by AICTE, New Delhi, DTE, Govt. of Maharashtra, Affiliated to MSBTE, Mumbai & DBATU, Lonere)
	<b>Internal Quality Assurance Cell (IQAC)</b>

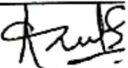
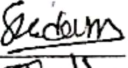
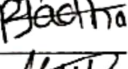

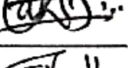
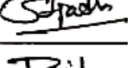
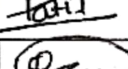
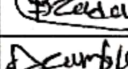
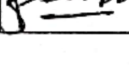
Ref: JCEP/IQAC/ 02/2025-26

Date:01/07/2025

### Student Grievance Redressal Cell

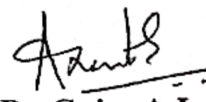
Sir/Madam,

I am pleased to inform that, following is the **Student Grievance Redressal Cell** Committee appointed, from 01/07/2025 for the period of two year or until their service in the JCEP, whichever is earlier. The information regarding date of meeting, the agenda of the meeting will be communicated by Presiding Chairman/Coordinator of the committee from time to time.

Sr.No	Name of Staff	Chairman/Member	Department	Mobile No.	Sign.
1	Prof. Dr. Gujar A.J.	Chairman	Principal	8412834040	
2	Prof. Mr. Kadam S.G.	Coordinator	Mechanical	9021114883	
3	Prof. Mr. Jadhav R.H.	Member	General Science	9561400450	
4	Prof. Mr. Patil S.U.	Member	Civil	8669339293	
5	Prof. Mr. Jadhav V.V.	Member	Computer	8956225720	
6	Prof. Mr Jadhav S.S.	Member	Electrical	7387571469	
7	Prof. Mrs. Patil D.D.	Member	Mechanical	8007150424	
8	Ms. Kadam S.B.	Student Member	S.Y. Mechanical	9370013182	
9	Mr.Kamble S.A.	Student Member	Btech Electrical	7218196389	

You are requested to perform the duties as a member of committee and co-operate with presiding Officer/Chairman for best performance of the committee work.



  
**Prof. Dr. Gujar A.J.**  
 Principal



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Ref: JCEP/IQAC/ 02 /2025-26

Date:01/07/2025

## Student Grievance Redressal Cell

The **Student Grievance Redressal Cell (SGRC)** is a body established in educational institutions (colleges, universities, technical institutes) to address and resolve grievances or complaints raised by students in a fair, transparent, and time-bound manner.

Here's a complete overview you can use for understanding or documentation:

### □ Student Grievance Redressal Cell (SGRC)

Jaywant College of Engineering and Polytechnic,

K.M. Gad, Tal. -Walwa Dist. Sangli Pin 415 302

#### 1. Purpose:

To provide a mechanism for students to voice their concerns related to academic, administrative, or personal issues, and to ensure these are resolved promptly and fairly.

#### 2. Legal/Regulatory Background:

- As per **UGC (Grievance Redressal) Regulations, 2012** and amended guidelines.
- Also in line with **AICTE/NAAC/Institutional policies** for student welfare and quality assurance.





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### 3. Objectives of SGRC:

1. To receive and address complaints related to:
  - o Academic issues (marks, attendance, examinations, faculty, etc.)
  - o Administrative issues (fee, library, hostel, transport, etc.)
  - o Harassment, discrimination, or unfair treatment
  - o Delay in services or facilities
2. To create a respectful and inclusive campus environment.
3. To uphold principles of natural justice and confidentiality in redressal processes.

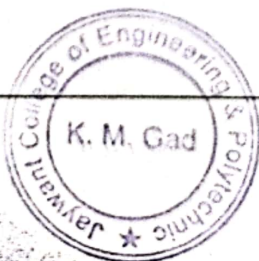
### 4. Composition of SGRC:

Role	Designation
Chairperson	Senior faculty member (usually Principal/HOD)
Faculty Members	2-3 senior faculty members
Member Secretary	Appointed coordinator (faculty/admin)
Student Representative	Nominated student (merit-based or elected)
External Member (Optional)	Member from legal/academic field

*Note: No member should have a conflict of interest with any grievance.*

### 5. Grievance Submission Mechanisms:

- Online grievance portal
- Official grievance email ID
- Physical complaint box on campus
- In-person submission to the Member Secretary







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## **6. Redressal Procedure:**

### **1. Grievance Received**

→ Logged and acknowledged by SGRC.

### **2. Preliminary Review**

→ Assessed for validity and relevance.

### **3. Hearing (if required)**

→ Student and concerned parties called for explanation.

### **4. Resolution/Recommendation**

→ Decision made and action taken.

### **5. Feedback/Closure**

→ Student informed; grievance marked as closed.

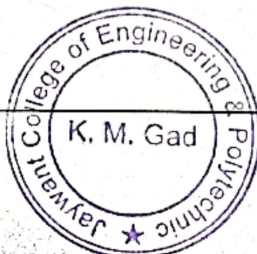
## **7. Timeline for Redressal: Usually 7 to 15 working days**

## **8. Documentation Maintained:**

- Grievance Register (physical/digital)
- Minutes of Meetings
- Action Taken Reports (ATRs)
- Annual report to be submitted to governing body

## **9. Awareness Measures:**

- Display SGRC details on notice boards and institutional website
- Orientation for new students
- Awareness drives through posters and seminars





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### 10.Key Features:

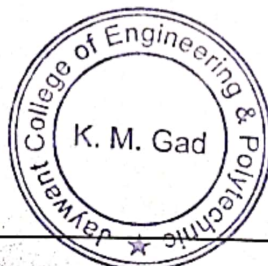
- Transparent process
- Timely redressal
- Impartial handling
- No retaliation against complainants

### ☎ Contact Details:

Sr.No	Name of Staff	Chairman/Member	Department	Mobile No.
1	Prof. Mr. Kadam S.G.	Coordinator	Mechanical	9021114883
2	Prof. Mr. Jadhav R.H.	Member	General Science	9561400450
3	Prof. Mr. Patil S.U.	Member	Civil	8669339293
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Coordinator

**Student Grievance Redressal Cell**





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Ref. No.: JCEP/ 03 /2025-26

Date: 16/09/2025

### Meeting Notice

The meeting of **Student Grievance Redressal Cell** is arranged on 23/09/2025 at 1.00 p.m. All members are requested to attend the same.

**Meeting Venue:** - Thermodynamics Lab

#### Agenda of the meeting:

- Item No 1 – Welcome and Opening Remarks
- Item No 2 – Overview of SGRC Objectives and Scope
- Item No 3 – Discussion on Grievance Submission Mechanism
- Item No 4- Grievance Handling Procedure
- Item No 5- Record Maintenance and Reporting

Coordinator

#### Student Grievance Redressal Cell

Copy to -

1. All Members

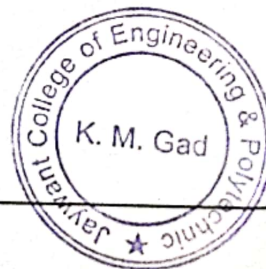
Mr. Patil S.U.

Mr. Jadhav R.H.

Mr. Jadhav V.V.

Mrs. Patil D.D.

Mr. Jadhav S.S.







Ref. No.: JCEP/ /2025-26

Date: 23/09/2025

### Minutes of Meeting

The meeting of Student Grievance Redressal Cell ,was held on 23/09/2025 at 1.00 p.m. The meeting was chaired by Coordinator of the meeting

- **Venue:** - Thermodynamics Lab

Following members were present for the meeting

1	Prof. Mr. Kadam S.G.	2	Prof. Mrs. Patil D.D.
3	Prof. Mr. Jadhav R.H.	4	Ms. Kadam S.B.
5	Prof. Mr. Patil S.U.	6	Mr.Kamble S.A.
7	Prof. Mr. Jadhav V.V.	8	Prof. Mr Jadhav S.S.

### Agenda Items Discussed

#### Item No. 1: Introduction of SGRC Members

Discussion: All members introduced themselves and shared their role in the committee.

Resolution: Noted

#### Item No. 2 : Role and Responsibilities of SGRC

Discussion: Chairperson explained the purpose, scope, and functioning of the SGRC as per UGC/AICTE/institutional guidelines

Resolution: All members acknowledged and agreed

#### Item No. 3: Grievance Submission Process

Discussion: Discussed possible modes: physical complaint box, online portal, email.

Resolution: Agreed to implement both online and offline mechanisms.





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**Item No. 4: Grievance Handling Procedure**

Discussion: Discussed time frame (7-15 days), review mechanism, confidentiality.

Resolution: Approved a standard operating procedure to be documented.

**Item No. 5: Record Keeping and Documentation**

Discussion: Maintenance of grievance register and minutes of future meetings

Resolution: Member Secretary assigned responsibility.

The meeting was concluded with vote of thanks by Prof. Mr. Jadhav V.V.

*Students*

**Coordinator**

Student Grievance Redressal Cell







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Ref. No.: JCEP/ 03/2025-26

Date: 23/09/2025

### Meeting Attendance

Following members were present at the meeting of Student Grievance Redressal Cell  
held on 23/09/2025 at 1.00 pm.

Sr. No.	Name	Signature
1	Prof. Mr. Kadam S.G.	
2	Prof. Mr. Jadhav R.H.	
3	Prof. Mr. Patil S.U.	
4	Prof. Mr. Jadhav V.V.	
5	Prof. Mr Jadhav S.S.	
6	Prof. Mrs. Patil D.D.	
7	Ms. Kadam S.B.	
8	Mr.Kamble S.A.	

Coordinator

Student Grievance Redressal Cell

