

Date: 04/07/2022

**Student Grievance Redressal Committee**

**Grievance Handling Process**

1. Students can submit the grievance online or offline in following ways:  
Offline: Students can submit the grievance to the class coordinator in written format.  
Online: Student Grievance form is available on website <http://siom.sinhgad.edu/>
2. Recorded grievance will be forwarded to the concerned Committee / Person asking them about the information and a timeframe required to provide a solution.
3. Enquire the status of grievance which is under process. (periodically i.e. 15 days)
4. At the end of stipulated time a report/solution will be collected from concerned committee / person.
5. If the grievance is resolved to the expected level of satisfaction, the student is supplied with the solution provided by committee / person.
6. If the grievance is not resolved to the expected level of satisfaction, a detailed report stating the reasons for not arriving at the expected solution will be collected.
7. If the reason for not resolving the grievance is insufficient time, the time required will be rescheduled appropriately by looking in to the details and same will be acknowledged to the student / parent. (repeat the steps 4,5,6).
8. Escalate the grievances / complaints to higher management in case, the complaints and grievances could not be handled by the committee / person.



**Dr. Daniel Penkar**  
Director-SIOM

### Exam Related Grievance Handling Process

- **For any internal examination grievances, following mechanism is followed**
  1. Students must contact the person responsible for the internal examination.
  2. A request, in which the complaint is properly presented, must be submitted to the Examinations Department.
  3. After the examinations department has examined the application, it forwards it to the Director.
  4. The Director will examine the application in detail in consultation with the teaching faculty concerned, make a comment on the application and send it back to the Examinations Department.
  5. Once the necessary steps have been taken, the students are informed.
  6. The procedure is completely transparent.
  
- **For university examination related grievances SPPU has provided web-mail facility, through which college can communicate to Exam-Support System or Exam coordination and the grievances can be rectified. Following mechanism is followed for the rectification.**
  1. Hand-written signed application from students addressed to exam section, mentioning the grievance is taken (Filling of exam form /photocopy/ revaluation forms, Hall tickets, mark entry, results, marksheet) Within 2 working days, the queries are conveyed to university either telephonically or mail on web mail or letter is sent, enclosing the application of student and necessary documents forwarded through the Director.
  2. On verification, grievance is resolved by university within a week (confirmation either telephonically or mail or receipt of letter).
  3. On verification by student, application is countersigned by student, mentioning the grievance as resolved. Thus, all the grievances are efficiently resolved within the time deadlines mentioned by the university hence mechanism to deal with examination related grievances is transparent, time-bound and efficient.



**Dr. Daniel Penkar**  
Director-SIOM

Date: 06/07/2021

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**Dr. Daniel Penkar**  
Director-SIOM

Date: 06/08/2020

**Student Grievance Redressal Committee**

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**Dr. Daniel Penkar**  
Director-SIOM

Date: 02/07/2019

**Student Grievance Redressal Committee**

**Grievance Handling Process**

9. Students can submit the grievance online or offline in following ways:  
Offline: Students can submit the grievance to the class coordinator in written format.  
Online: Student Grievance form is available on website <http://siom.sinhgad.edu/>
10. Recorded grievance will be forwarded to the concerned Committee / Person asking them about the information and a timeframe required to provide a solution.
11. Enquire the status of grievance which is under process. (periodically i.e. 15 days)
12. At the end of stipulated time a report/solution will be collected from concerned committee / person.
13. If the grievance is resolved to the expected level of satisfaction, the student is supplied with the solution provided by committee / person.
14. If the grievance is not resolved to the expected level of satisfaction, a detailed report stating the reasons for not arriving at the expected solution will be collected.
15. If the reason for not resolving the grievance is insufficient time, the time required will be rescheduled appropriately by looking in to the details and same will be acknowledged to the student / parent. (repeat the steps 4,5,6).
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**Dr. Daniel Penkar**  
Director-SIOM

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  10. The Director will examine the application in detail in consultation with the teaching faculty concerned, make a comment on the application and send it back to the Examinations Department.
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**Dr. Daniel Penkar**  
**Director-SIOM**



Date: 10/07/2018

**Student Grievance Redressal Committee**

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**Dr. Parag Kalkar**  
Director-SIOM

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