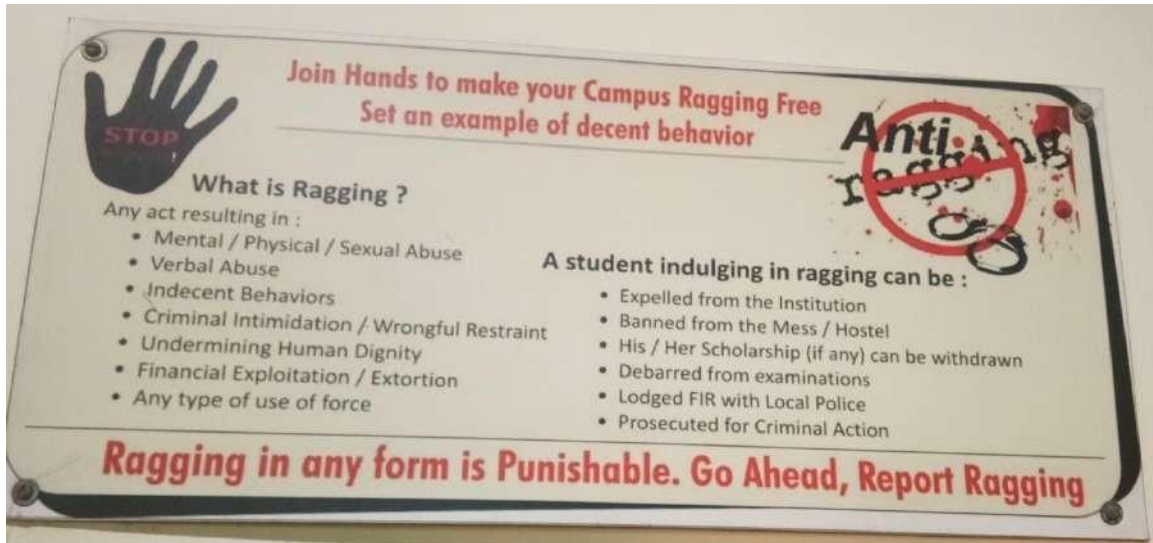


**5.1.5 - The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases**

<b>Sr No</b>	<b>Topic</b>	<b>Page No</b>
1.	Organization wide awareness and undertakings on policies with zero tolerance	2
2.	Mechanisms for submission of online/offline students' grievances	3
3.	Timely redressal of the grievances through appropriate committees	5
4.	Policy for student Grievance Redressal Committee	6
5.	Upload Policy –website link and screenshots	8
*	<b>No student and no faculty members reported any case or issue in the academic year 2022-23.</b>	

## 1. Organization wide awareness and undertakings on policies with zero tolerance

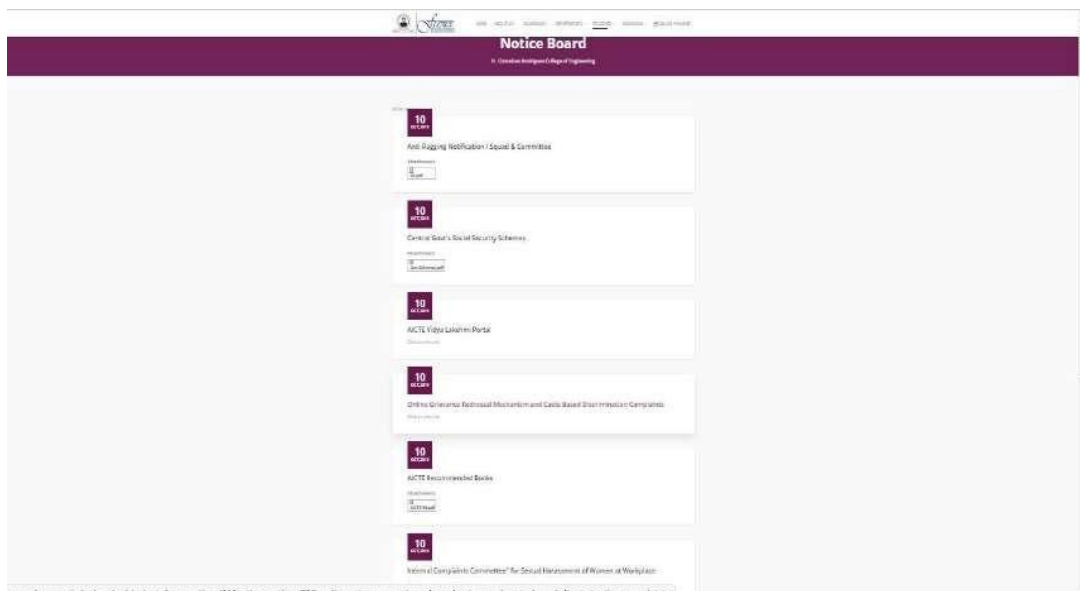
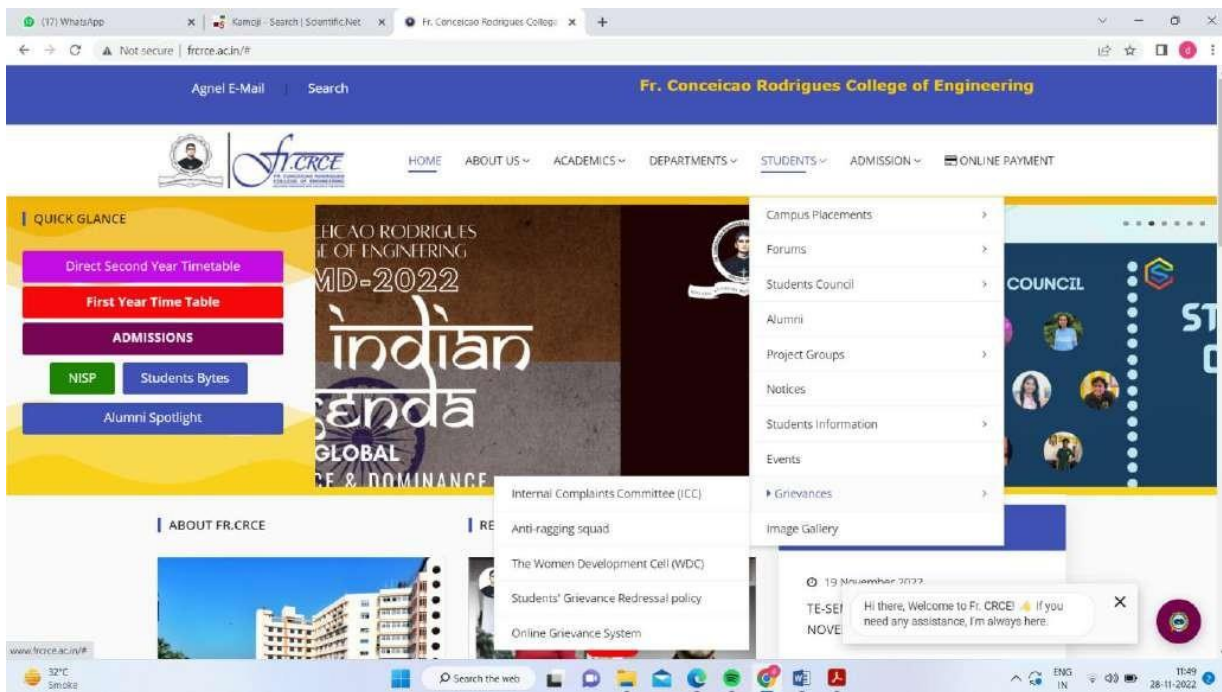
- Anti-ragging posters are displayed at places within the campus. Main gates are guarded and entry points are screened. The safety and security of all the students is ensured.



*[Handwritten signature]*

## 2. Mechanisms for submission of online/offline students' grievances

The institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases. **There is no case reported till date.** Web site link for AICTE Grievances mechanism and Anti-Ragging Notification / Squad & Committee is under student Notice section.





*Handwritten signature*


Feedback

Google

Not secure | www.fragneledu.in:8080/Enq/grvSys.php



Feedback / Enquiry / Grievance Submission

Your Name **	<input type="text"/>
Your eMail **	<input type="text"/>
Your Mobile No.	<input type="text"/>
Message Category **	Enquiry ▾
Subject **	<input type="text"/>
Message ** [Max 250 Characters]	<input type="text" value="Enter Your Message Here...."/>
Captcha	
Captcha verify **	<input type="text" value="Enter Text in Above Image"/>
<input type="button" value="Submit"/>	

\*\* Compulsory Fields

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### 3. Timely redressal of the grievances through appropriate committees

Students can send the Appeal through any of the mechanisms online/offline/ through suggestion box. After the receipt of the application, chairman sends an acknowledge to the student. GRC inquires about the reported grievance and collects relevant information.

Then, the chairman of GRC fixes the date, time and venue of the meeting after having a discussion with the members. The meeting is scheduled within 10 days of receipt of the application.

All relevant papers shall be circulated as hard / soft copy to all the members on or before the date of the meeting. After fixing of the date of the meeting, a hard copy of the notice must be sent to the applicant to be present in the meeting and convey his or her grievances before the Committee and the acknowledgement of receipt would be placed on record.

No other person shall be allowed to the meeting.

The Committee members are expected to deliberate upon the case, the grievance of the applicant and the rules laid down by the institute. The brief facts, evidences and final recommendations by the Committee members shall be recorded in the format of minutes of the meeting.


The minutes shall be circulated to all the members of the Grievance Committee for their signatures. The decision of the Grievance Committee shall be communicated in writing to the applicant at the earliest.



The image shows a handwritten signature in black ink on the left and a circular official stamp on the right. The stamp is blue and contains the text: "FR. CONCELMO RODRIGUES COLLEGE OF ENGINEERING" around the top edge, "FR. ISAEL" in the center, "ASHRAM ANDRA" below it, and "MUMBAI-50" at the bottom. There is a small star symbol at the bottom of the stamp.

4. Upload the grievance redressal policy document with reference to prevention of sexual harassment committee and anti-ragging committee, constitution of various committees for addressing the issues, minutes of the meetings of the committees, number of cases received and redressed.

Policy document is as attached and No case is reported till date



SOCIETY OF ST. FRANCIS XAVIER, PILAR'S  
**FR. CONCEICAO RODRIGUES COLLEGE OF ENGINEERING**  
(Approved by AICTE & Affiliated to University of Mumbai)  
Fr. Agnel Ashram, Bandstand, Bandra (W), Mumbai - 400 050.  
Phone : (022) 6711 4000, 6711 4101, 6711 4104 • Fax : 6711 4100  
Website : www.frcce.ac.in • Email : crce@fragnel.edu.in

**STUDENT GRIEVANCE REDRESSAL POLICY**

In compliance with the AICTE notification dated 25<sup>th</sup> May 2012 published in the Gazette of India, institute has constituted a Students' Grievance Redressal Committee. The functions of the Committee are to ensure transparency in the Admission process, prevention of unfair Practices, and to provide mechanism to address students Grievances.

The aim of this committee is to encourage students to express their grievances / problems freely and frankly, without any fear of being victimized. The GRC will take up only those matters which have not been solved at the department level.

The setting up of the Grievance Redressal Committee for students is widely published on the college web site, under student Notice section.

Objectives of GRC:

- To ensure transparency in Admission process
- To prevent unfair means and Practices
- To provide mechanism to address students' grievances in a responsive and accountable manner.
- To maintain a harmonious and healthy educational atmosphere in the institute and among all the stakeholders - students, parents, staff and management of the Institute.



Mechanisms for appeal:

- Student with a genuine grievance may approach the Grievance Redressal Committee members in person.
- In case the student is unwilling to present his grievance personally, the same may be dropped in writing in the Suggestion / Complaint Box that has been installed in the main entrance of the college.
- Grievances may also be sent through online mechanisms - e-mail to the members or registering the same on the grievance portal through college website.
- Students who wish to remain anonymous can do so, for general grievances regarding Academics / Administration of the College

Procedure of grievance Redressal:

- Students can register their grievances through any of the mechanisms mentioned above.
- The GRC will meet and deliberate upon those cases and if required, procure necessary and relevant documents.
- GRC decides the final action to be initiated at the institutional level for redressal of the registered grievance.

...2/-








SOCIETY OF ST. FRANCIS XAVIER, PILAR'S  
**FR. CONCEICAO RODRIGUES COLLEGE OF ENGINEERING**  
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Website : [www.frcoa.ac.in](http://www.frcoa.ac.in) • Email : [crce@fragnel.edu.in](mailto:crce@fragnel.edu.in)

: 2 :

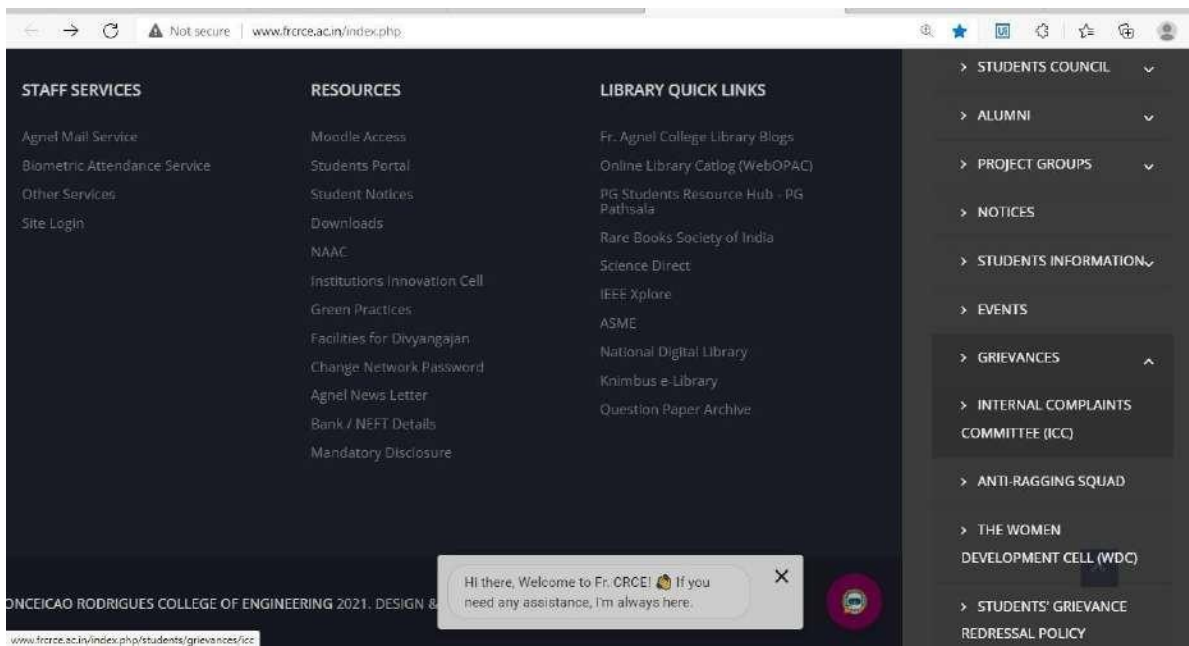
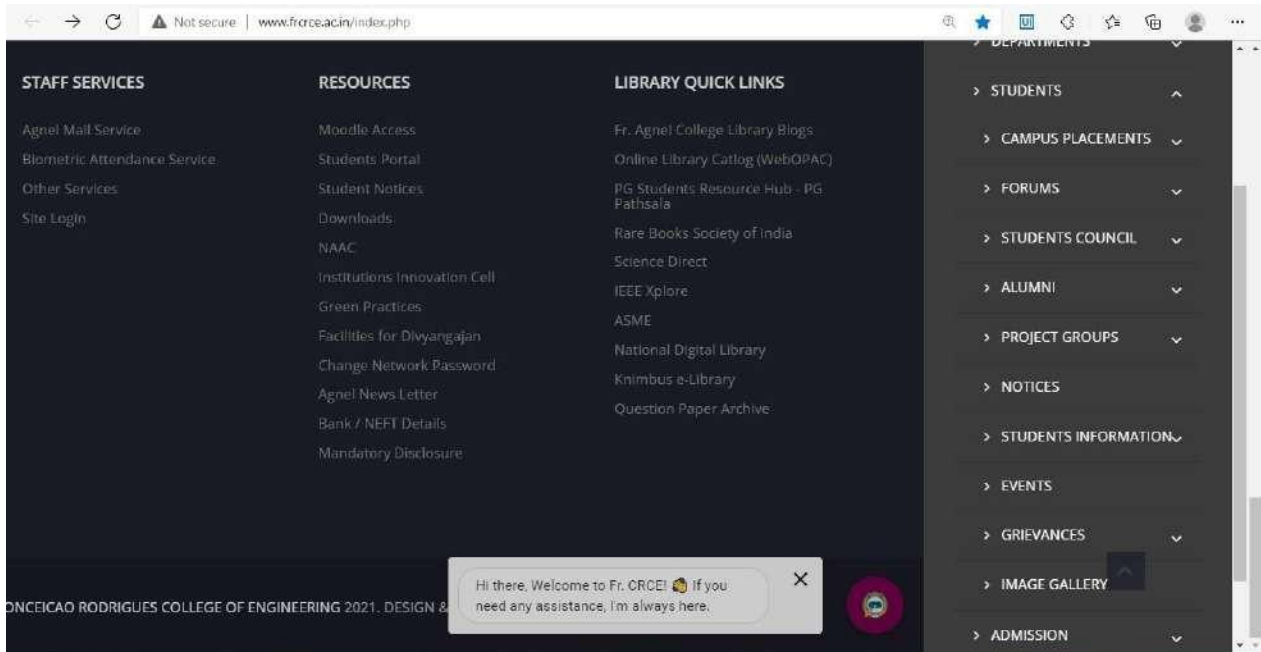
Following are the general steps to deal with grievances:

- Apply: Students can send the Appeal through any of the mechanisms listed above (online/offline).
- Acknowledge the grievance: Let students know that GRC has received their report/appeal and GRC is taking up the same.
- Investigate: Not all issues qualify for a hearing. Generally, it is important to review whether the grievance is valid or not. GRC inquires about the reported grievance and collects relevant information.
- Hold the formal meeting: The student/students with the grievance and all other relevant parties are called to be present for a formal hearing with GRC. The aggrieved student can put forward any evidence that backs up the complaint. GRC will keep record of the minutes of the meeting.
- Decision making: GRC members deliberate and decide on the action regarding the grievance. The same is communicated to the student who registered the grievance and any other person/persons concerned with the grievance. For very serious grievances, the case can be taken up in committees like College development committee or Governing Council.
- Further Appeal process: If student is not satisfied with the decision of the GRC, students can further apply to AICTE/University grievances cell.

  
(DR. SRIJA UNNIKRISHNAN)  
PRINCIPAL



5. **Upload Policy** –website link and screenshots : [Fr. Conceicao Rodrigues College of Engineering \(frce.ac.in\)](http://www.frce.ac.in) -main menu- Students







SOCIETY FOR THE PROMOTION OF AIDED EDUCATION  
**FRL. CONCEICAO RODRIGUES COLLEGE OF ENGINEERING**

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Website: [www.frcce.edu.in](http://www.frcce.edu.in) e-mail: [frce@frcce.edu.in](mailto:frce@frcce.edu.in)

Ref. CRCE / 806 / 2012

Date : December 10, 2012.

## **NOTICE**


### **GRIEVANCE REDRESSAL COMMITTEE**

In compliance with the AICTE Notification dated 25<sup>th</sup> May 2012, published in Gazette of India, we have constituted 'Grievance Redressal Committee' to ensure transparency in admissions, with paramount objective of preventing unfair practices and to provide a mechanism to address grievances of students, parents and others.

The Grievance Redressal Committee includes the following faculty / staff members :

1. Dr. D.V. Bhoir - Convener  
(Associate Professor & I/c. HOD  
Electronics Engg. Dept. ) (9869433765)
2. Prof. D.S.S. Sudhakar - Member  
(Associate Professor – Production Engg. Dept.)  
(9820620243)
3. Prof. Kalpana Deorukhkar - Member  
(Assistant Professor – Computer Engg. Dept.)  
(9819061147)
4. Ms. G. Jothilakshmi - Member  
(Librarian) (9324235129)
5. Mr. Johnson Gonsalves - Member  
(Sr. Clerk / Asst. Accountant) (9270643393)

A copy of the notification dated 25<sup>th</sup> May 2012, is displayed on the notice board / website for information of all concerned.

  
(DR. SRIJA UNNIKRISHNAN)  
PRINCIPAL



C C : Members of Grievance Redressal Committee.