



R. C. PATEL
INSTITUTE OF TECHNOLOGY
An Autonomous Institute

Shri. Amrishbhai Patel
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GRIEVANCE REDRESSAL POLICY FOR EMPLOYEES

1. Introduction

Individual Employee grievances and complaints which are primarily a manifestation of their dissatisfaction about working conditions, managerial decisions, if not promptly attended to may affect morale and productivity.

2. Objective

The objectives of the grievances process will be to settle:

1. Grievances of the employees in the shortest possible time
2. At the lowest possible management level
3. With appellate stages so that it is fair, transparent and reasonable

3. Eligibility & Applicability

All employees on regular rolls of the institute including contract employees.

4. Scope and Coverage

4.1 Grievance for the purpose of this policy would mean dissatisfaction arising out of the decision of the Management concerning the employee.

4.2 Grievances for the purpose of this policy will cover individual grievances such as:

- Payment of Salary
- Recoveries of dues etc.
- Increment
- Working conditions/Health & Safety
- Leave
- Medical Insurance / facilities
- Promotion
- Administration or Academic issues
- HR Policy administration
- Compensation & Benefits

- Related to Appraisals
- Reimbursements
- Interpersonal Conflicts/Issues with the HOD or team members
- Only grievance affecting an individual employee may be raised.

5. Procedure for handling Grievances

- The individual can raise grievance according to this procedure:
- The aggrieved employee may take up the grievance in writing with the HOD, who must try to resolve the grievance at that level.
- In case the employee is not satisfied with the redressal of the grievance he/she may submit the grievance, in writing, to the Principal/Director
- The Principal/Director will record comments on the grievance form after making necessary enquiries and discuss with HOD.
- The employee who is not satisfied with the decision of the Principal/Director will have an option to appeal to Chairman with the detailed reasons for the appeal.
- The Chairman will take a decision and communicate the same and the decision will be final and binding.

6. The Composition of the Grievance Cell is as follows: –

Sr. No.	Name of the Member	Designation	Position
1	Prof. Dr. J. B. Patil	Director	Chairperson
2	Prof. N. H. Aloorkar	Professor	Member (Senior Professor of the affiliating University)
3	Prof. A. W. Kiwalekar	Professor	Member (Official from University)
4	Prof. Dr. Mrs. U. M. Patil	Associate Professor	Member



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ONLINE GRIEVANCE REDRESSAL POLICY

Objectives:

- To formulate the policy to investigate and review complaints or grievances of the stakeholders like faculties online.
- To create awareness of availability of members for faculties to report grievances online.
- To investigate the cause of grievances.
- To ensure effectual solution to the online submitted grievances by stakeholders like, faculties.

Functions:

- Institute have provided an online portal (https://forms.office.com/Pages/ResponsePage.aspx?id=8o83NRKJAKSRuSmS88A9o6ihh_qFfSdNiCI3bTbGF0tUMkQ4VFpXVDILWERFMjREOFNFMkk3WEk4Ry4u) facility where any aggrieved stakeholders like faculties may submit an application seeking redressal of grievance.
- On receipt of an online complaint, the institution refers the complaint to the Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- After receipt of the online complaint, the Grievance Redressal Committee fix a date for hearing the complaint which is communicated to the aggrieved stakeholders like faculties.
- After the resolution of the complaint, the GRC provide the copy of the order with signature to the stakeholders and the institution place it for general information on its website.

Procedure for lodging online complaint:

- The stakeholders may feel free to put up a grievance in an online available on the institute website <http://www.rcpit.ac.in> or via sending e-mail at complaints@rcpit.ac.in.

- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

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Grievance Form

Report your grievance by submitting the details required in the form

* Required

1. Your Name (Optional)

2. email ID (optional)

3. Mobile No. (Optional)

4. Nature of Grievance *

- Related to Lectures
- Hygene / Cleanliness
- College Timing

Office work

Fees

College Facility

Hostel

Other

5. Grievance *

Submit