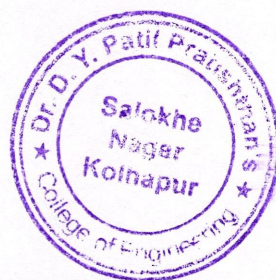


**MECHANISMS FOR  
SUBMISSION OF ONLINE /  
OFFLINE STUDENTS  
GRIEVANCES**





**Dr. D. Y. Patil Pratishthan's College of Engineering,  
Salokhenagar, Kolhapur**

**GRIEVANCE REDRESSAL COMMITTEE (GRC)**

**Objective**

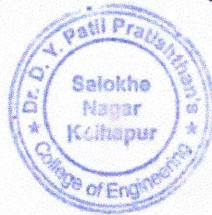
A Grievance Redressal committee has been formed in our college to settle genuine grievances of students, staff and parents up to a satisfaction level so as to create a healthy relationship among the students, parent's employees and employer. The grievance will include any matter relating to student and staff. The committee is requested to contribute effectively to dispose the grievances at the earliest.

**Rules**


- 1) To deals with all the genuine grievances of students and staff of the college.
- 2) All complainant should file their grievances either by writing in paper to the committee or by online on the website of the college.
- 3) The committee will meet at least once in a month to resolve the grievances.
- 4) To take conclusive decision and submit its recommendations to the deciding authority for removal of alleged grievances.
- 5) The student/staff shall bring up his grievance in a prescribe format immediately to the grievance cell without fail. The number of grievance settled or pending will be report to the Principal in every month.

**Procedure-**

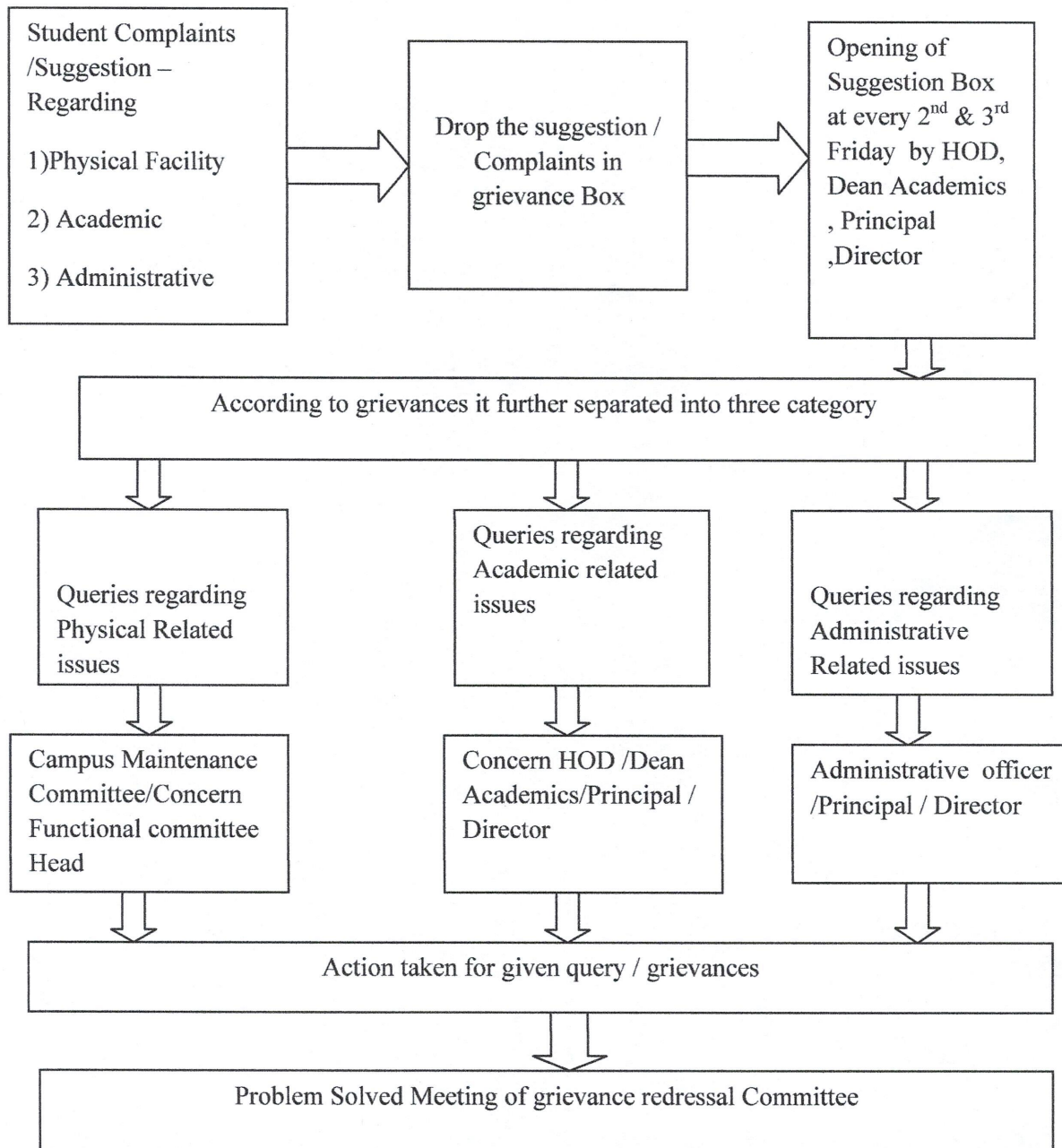
- 1) A compliant box is provided at the ground floor for students.
- 2) Similarly another compliant box will be provided at 1st floor (in Examination Department) for the staff.
- 3) All grievances referred to the Grievance Redressal committee shall be entered in a Register by designated member.
- 4) All complaints should be resolved within a time frame by looking into its seriousness and by two way approach.
- 5) The result of the grievance will be informed to the complainant within the period defined.
- 6) Any staff/ student may report directly to the principal for resolving their grievance if he/she is dissatisfied by the GRC.





	<b>Dr. D. Y. Patil Pratishthan's College of Engineering Salokhenagar, Kolhapur</b>	
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	Grievance & Redressal Committee	
	Grievance FORM	

### Flow chart for offline Redressal Form







**Dr. D. Y. Patil Pratishthan's College of Engineering  
Salokhenagar, Kolhapur**

**NAAC CRITERIA-5  
STUDENT SUPPORT AND PROGRESSION**

**Mechanism for submission of online/Offline student grievance**

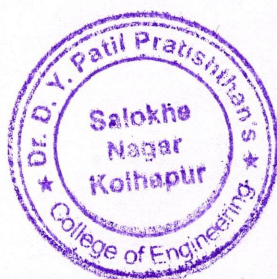
## **Mechanism for submission of online/Offline student grievances**

### **1. Grievance through Offline mode-**



**Grievance Box located near College Office**

Grievance box for student complaints, grievances etc. is placed near College Office in the entrance lobby to enable students to freely put their grievances into it with or without their credentials. The Grievance box is opened every Friday to check for any grievances received. The grievance received are sorted according to respective heads and sent to respective departments to verify and for further grievance resolving process. All the departments are informed to address the grievances within earliest time.





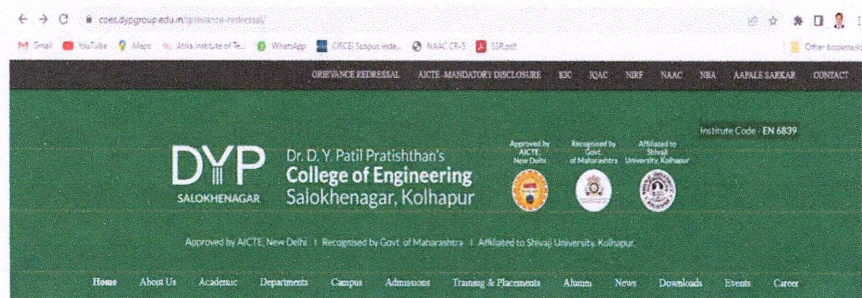
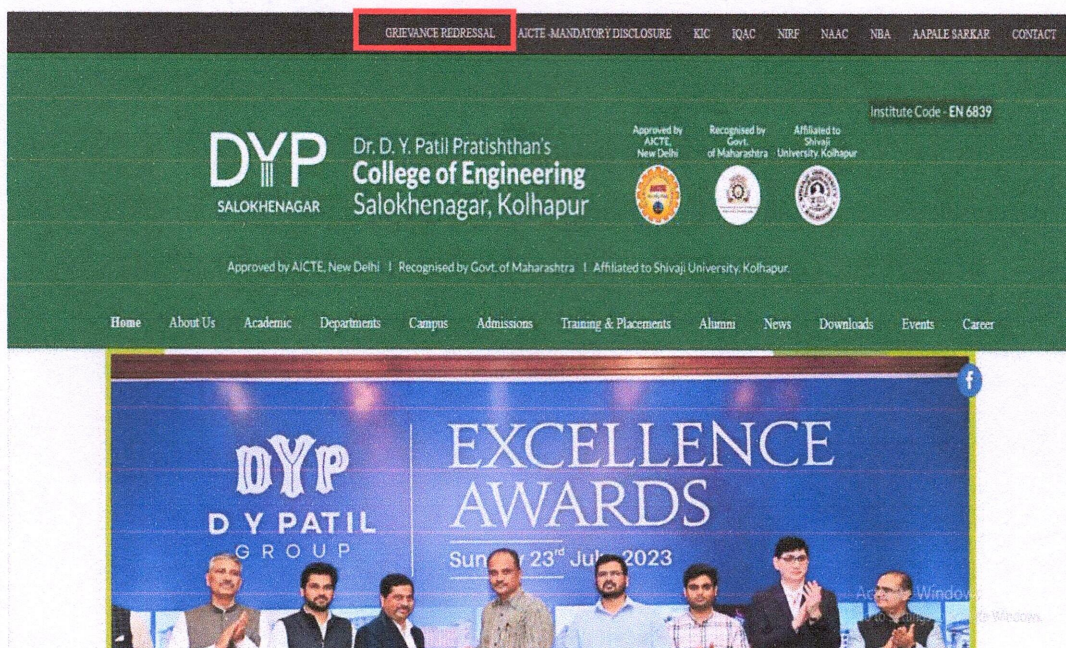
## 2. Grievance through online mode-

### a. Grievance through Institute Website:

Grievance redressal through online mode on the Institute's official website.

Following are the steps for online grievance submission:

1. Go to Institute's official website. <https://coes.dypgroup.edu.in/>
2. Click on Grievance Redressal Tab located at top centre of the page.
3. Then click on Grievance Redressal.
4. Fill the grievance through Google form with required details.



GRIEVANCE REDRESSAL

GRIEVANCE REDRESSAL





a. Grievance through Institute Website:

**Dr. D.Y. Patil Pratishthan's College of Engineering**  
**Salokhenagar, Kolhapur**

**Grievance Redressal Cell**



**Scan here for submitting your Grievance**

For any grievance you can also contact the below:

**Prof. Shrikant Bhopale (Head- Grievance Redressal Cell)**

**Ph. No. 9834122750**

**Grievance Scanner for registration the Grievances**





## Grievance Redressal Cell

Dr. D.Y. Patil Pratishthan's College of Engineering  
Salokhenagar, Kolhapur.

grd6839@gmail.com [Switch account](#)

\* Indicates required question

Email \*

☐ Record grd6839@gmail.com as the email to be included with my response

Grievances

Category \*

Grievances Details \*

Your answer

Student Details

Name of the Student \*

Your answer

Untitled Title

Branch \*

- ☐ Computer Science and Engineering
- ☐ CSE (Data Science)
- ☐ Electrical Engineering
- ☐ Civil Engineering

Class \*

- ☐ First Year
- ☐ Second Year
- ☐ Third Year
- ☐ Final Year

Roll Number \*

Your answer

Mobile Number \*







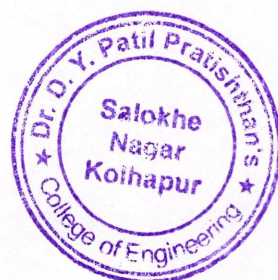
**Grievance Scanner for registration the Grievances at Civil Department  
Notice Board**







**Grievance Scanner for registration the Grievances at Electrical  
Department Notice Board**

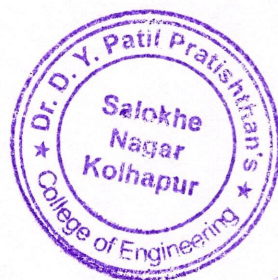






**Grievance Scanner for registration the Grievances at Library**

**Notice Board**





# Google form For Grievance

02/09/2023, 06:15

Grievance Redressal Cell

## Grievance Redressal Cell

Dr. D.Y. Patil Pratishthan's College of Engineering  
Salokhenagar, Kolhapur.

ravilohar07@gmail.com [Switch account](#)



\* Indicates required question

Email \*

☐ Record ravilohar07@gmail.com as the email to be included with my response

Grievances

Category \*

- ☐ Academics
- ☐ Infrastructure
- ☐ Co-Curricular
- ☐ Ragging
- ☐ Any Other



<https://docs.google.com/forms/d/e/1FAIpQLSepCdkgdw-4lDlJHrXYV115ZmLiBcu0C1BHRVMQ8eOyHlCa4g/viewform?pli=1>

1/8





Grievances Details \*

Your answer

Student Details

Name of the Student \*

Your answer

Untitled Title

Branch \*

- ☐ Computer Science and Engineering
- ☐ CSE (Data Science)
- ☐ Electrical Engineering
- ☐ Civil Engineering





Class \*

- ☐ First Year
- ☐ Second Year
- ☐ Third Year
- ☐ Final Year

Roll Number \*

Your answer

Mobile Number \*

Your answer

Email \*

Your answer

Submit

Clear form

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Google Forms





## **GRIEVANCE & REDRESSAL COMMITTEE**

(PROCESS FLOW CHART)

### **COMPLAINT LETTER**

(Form is available in Xerox centre)



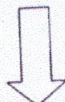
### **COMPLAINT BOX**

(Situated near to the office & will be open first & third Monday)



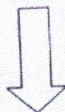
### **MEETING WILL BE CALLED FOR GIVEN COMPLAINT**

(Meeting will be called immediately after receiving grievance)



### **DISCUSSION ON COMPLAINT**

(For Action taken on Grievance)



### **ACTION WILL BE TAKEN**

(Implementation of Action on particular Grievance)



### **PROBLEM RESOLVED**

(Process completed)





**Dr. D. Y. Patil Pratishthan's College of Engineering,  
Salokhenagar, Kolhapur**

**GRIEVANCE FORMAT**

Name of the complainant-----  
-----

Designation (if any) -----  
-----

Place of Work-(Department) -----  
-----

Nature of Grievance-----  
-----  
-----  
-----  
-----

**Undertaking**


I here declare that the information furnished above by me is true and accurate. Further, I understand that disciplinary action can be taken against me if the above allegations are found incorrect or malicious.

Signature of the Complainant

Date-





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### Student's Grievance Form

NAME (IN CAPITAL LETTERS ONLY)	
ROLL NO.	
COURSE & CLASS	
YEAR OF ADMISSION	
EMAIL ID	
CONTACT NUMBER	
PRESENT ADDRESS	
POSTAL ADDRESS	
PARENT'S/GUARDIAN'S NAME	
PARENT'S/GUARDIAN'S CONTACT NO.	
GRIEVANCE: _____	
_____	
_____	
_____	
_____	
_____	
_____	

I hereby undertake that the information provided hereby is up to the best of my knowledge and belief. I will be completely liable for any disciplinary action, if any false information furnished.

**SIGNATURE OF THE STUDENT**

**Note-**

1. Complaints/Grievances are required to be submitted in the above prescribed format (handwritten) (with relevant documents/proof). Form should be complete in all respects; incomplete forms will not be.
2. Complaints are required to be submitted in person by the complainant in a sealed envelope only on 2<sup>nd</sup> and 4<sup>th</sup> Friday of every month in the P.A. Principal's office.
3. Complainant will be contacted on given contact number only for the redressal of the grievance.
4. Complainant should retain a copy of the grievance with himself/herself.
5. Decision of the committee will be final and binding.

