

# डॉ.बाबासाहेबआंबेडकरतंत्रशास्त्रविद्यापीठ,लोणेरे Dr. Babasaheb Ambedkar Technological University, Lonere

विद्याविहार,लोणेरे-रायगड४०२१०३(महाराष्ट्र)Vidyavihar, Lonere - Raigad 402 103(Maharashtra) Tel: (02140) 275142 क्र Student Helpline: 02140 - 275212 Website: www.dbatu.ac.in, E-mail: registrar@dbatu.ac.in



DBATU/Affi./Obudsperson/2024/864

Date: 08-02-2024

## Notification:

Subject: Appointment of Ombudsperson for the students Grievances
References: 1. UGC (Redressal of Grievances of Students) Regulations, 2023.
2. Approval from Honourable Vice Chancellor dated 08-02-2024

With reference to above mentioned subject and references, this is to notify that the university has appointed Prof. Waikar Milind Laxmanrao who is a retired Professor and has also worked as Head of the Department at SGGS Institute of Engineering & Technology Nanded as the Ombudsperson for the redressal of grievances of students of the university and colleges/institutions affiliated with the university.

His appointment will be for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term.



(Prof. A W Kiwelekar) I/c Registrar

Copy for information: to the office of Honorable Vice Chancellor

Copy to:

- 1. Prof. Waikar Milind Laxmanrao
- 2. The Heads of the University Departments
- 3. The Principals of all Affiliated Colleges
- 4. Chairman, Students Grievance Committee
- 5. Affiliation Section
- 6. Students' Section
- 7. University Website

GEETA SHRIKANT LATHKAR LATHKAR Bate: 2024.12.07 18:33:17 +05'30'



# **MGM's** College of Engineering, Nanded

Near Airport, Off. Hingoli Road, Nanded 431 605

# **Standard Operating Procedures**

# Student Grievance Redressal Cell

[In accordance to University Grant Commission (Grievance Redressal) regulations, 2023 Reference No. F.1-13/2022(CPP-II), Sr. No.233 dated 11.04.2023]



#### Introduction:

In compliance with directives from University Grants Commissions, New Delhi, **MGM's College of Engineering** has established a Student Grievance Redressal Committee (SGRC) to address student issues and guarantee transparency in admissions, academics, and the avoidance of unfair practices, among other things. The cell's function is to investigate any complaints submitted by students to assess if they have any merit. Anybody with a legitimate complaint may speak with the official supervising the Grievance Redressal Cell or personally approach the department members. An annoyed student may submit an application seeking redressal of grievance to the Committee through;

- the online portal provided on the website of the college or;
- by email at grievance@mgmcen.ac.in or
- by dropping the compliant at the grievance box.
- Google Form Link https://forms.gle/p5FBc6K9cvsppSD8A



## **Objectives:**

The objectives SGRC is;

- to maintain the institute's learning environment peaceful, every individual involved must have a responsive and responsible attitude.
- upholding the college's dignity by ensuring openness and encouraging amiable interactions between students and student-teacher.
- encouraging students to bring up their complaints or issues in an open, honest manner without fearing of being victimized.
- advising learners at college to exercise the utmost caution and patience whenever a conflict arises and to respect each other's rights and dignity.
- encouraging every student to keep themselves away from inciting others against *teachers*, other students, or the college administration
- encouraging all employees to show affection to the students and avoid from acting enviously toward any of them for any reason whatsoever.



### **Purview of SGRC:**

The SGRC will deal with the grievances received from the students about any of the following matters;

1. Academic Matters:

Issues related to mark-sheets, Transfer Certificates, Credit Transfer, Elective subjects, online courses or other examination related matters.

- 2. Financial Matters: Issues related to dues and payments for enrollment, library and hostel, etc.
- Student-Student Relation Issues related to dispute among the students.
- 4. Student-Teacher Relation Issues related to mentoring and conduction, victimization by teachers, etc.
- Other Matters
   Issues related to water supply and sanitation, housekeeping, preparation of food in
   hostel canteen and college canteen, availability of transport, etc.

### **Exclusions of SGRC:**

The SGRC will not deal with the grievances received from the students about any of the following matters;

- Decision of the Academic Council/ Board od Studies and other Academic or Administrative committees' function in the campus.
- Decisions with regard to award of scholarships, fees concessions, stipend, awards and medals.
- Decisions made by the college administration or governing council under the discipline rules and misconduct.
- Decision made by the college in branch change and admission of any course.
- Decision made by the competent authority on assessment and evaluation results.

#### **Grievances Redressal Mechanism:**

The SGRC grievances redressal mechanism adopted by MGM's College of Engineering, Nanded is given below:

- The annoyed student may submit an application seeking redressal of grievance in writing or online mode (on portal or by email) to the chairperson Student Grievance Redressal Committee.
- After receiving any the complaint, SGRC committee will identify the type of the complaint; Viz. Academic, Financial, Harassment, Anti-ragging. The chairperson will call SGRC committee within 2 days along with the aggrieved parties.
- All aggrieved persons will be allowed to present their claims and says. SGRC will hear pleas of both sides and counsels them.
- The SGRC will verify the facts and data.
- The SGRC will recommend the remedial measures and corrective actions.
- The final decision will be communicated to both the parties through the Chairperson SGRC.

## **Details of SGRC Committee:**

The SGRC committee consists of the following members:

Sr. No.	Name of Member	Designation	Position	Contact No.	Email ID
1	Dr. Geeta S. Lathkar	Director	Chairperson	9850455553	director@mgmcen.ac.in
2	Dr. S. L. Kotgire	Vice-Principal	Member	9158677555	kotgire_sl@mgmcen.ac.in
3	Dr. S. M. Muttepwar	Administrative Officer	Member	9422817755	muttepwar_sm@mgmcen.ac.in
4	Dr. S. N. Dachawar	Head Applied Science	Member	9881907979	dachawar_sn@mgmcen.ac.in
5	Dr. M. G. Harkare	Head Mech. Engg	Member	9881747185	harkare_mg@mgmcen.ac.in
6	Dr. A. M . Rajurkar	Head CSE	Member	9423693939	rajurkar_am@mgmcen.ac.in
7	Prof. J. H. Patil	MIS Coordinator	Member	9822061777	patil_jh@mgmcen.ac.in
8	Dr. K. C. Jondhale	Head ECT	Member	9850504354	jondhale_kc@mgmcen.ac.in
9	Prof. S. A. Hashmi	Head IT	Member	9850071490	hashmi_si@mgmcen.ac.in
10	Dr. A. K. Hashmi	Head Civil	Member	9673279450	hashmi_arshad@mgmcen.ac.in
11	Dr. G. K. Hannbarde	Librarian	Member	9422185031	hambarde_gk@mgmcen.ac.in
12	Prof. N. A. Kadam	FE In charge	Member	7758870602	kadam_na@mgmcen.ac.in
13	Dr. Mohd Zameeruddin	Associate Professor	Coordinator	9822913231	md_zameeruddin@mgmcen.ac.ir
14	Student representative	President Student Council	Student member	-	-

#### **Contact Person:**

Dr. Mohd. Zameeruddin Associate Professor, Department of Civil Engineering MGM's College of Engineering, Nanded Mobile No. 9822913231 Email: md zameeruddin@mgmcen.ac.in

Dr. Mohd. Za meeruddin SGRC Coordinator



Dr.

100 Harkare IQAC Coordinator

Dr. Geeta S. Lathkar Director

# MGM's COLLEGE OF ENGINEERING

(Institute established in 1984, accredited by NAAC) MGM Campus, off Hingoli Road, Near Airport, Nanded-431605 (M.S.) India

## MGM/CEN/2024-25/826

#### Date: 01/07/2024

In accordance to University Grant Commission (Grievance Redressal) regulations, 2019, **Reference No. F. 14-4/2012 (CPP-II), Sr. No.146 dated 06.05.2019**a Student Grievance Redressal Committee (SGRC) has been created. The SGRC goal is to resolve the students' grievances while preserving the highest possible standards of integrity, fairness, and secrecy. The SGRC committee consists of the following members:

Sr.	Name of Member	Designation	Position
1	Dr. Geeta S. Lathkar	Director	Chairperson
2	Dr. S. L. Kotgire	Vice-Principal	Member
3	Dr. S. M. Muttepwar	Administrative Officer	Member
4	Dr. S. N. Dachawar	Head Applied Science	Member
5	Dr. M. G. Harkare	Head Mech. Engg	Member
6	Dr. A. M. Rajurkar	Head CSE	Member
7	Prof. J. H. Patil (A.A.Sarsar)	MIS Coordinator	Member
8	Dr. K. C. Jondhale	Head ECT	Member
9	Prof. S. A. Hashmi	Head IT	Member
10	Dr. A. K. Hashmi	Head Civil	Member
11	Dr. G. K. Hambarde	Librarian	Member
12	Prof. N. A. Kadam	FE Incharge	Member
13	Dr. Mohd Zameeruddin	Associate Professor	Coordinator
14	Student Representative	President Student Council	Student member

The appointment of the committee will be valid for two academic years from the date of notice. All appointed committee members are requested to go through the Grievances Redressal Mechanism of the institute attached herewith.

Incharge)

(Director)

E-mail : director@mgmcen.ac.in Website : www.mgmcen.ac.in Landline : 02462 222999 Fax : 02462 224087



## MGM's COLLEGE OF ENGINEERING, NANDED Near Air-port, Hingoli Road, Nanded-431605. Department of Civil Engineering

## Notice

All the committee members of **Student Grievance Redressal Committee (SGRC)** are hereby called for meeting in the office of respected Director Madam on 09/11/2024 at 2:00 PM

## The agenda of meeting:

To settle the Grievances Raised by the students

Dr. Mohd Zameeruddin SGRC, Coordinator

Dr. Geeta S. Lathkar Director

Copy to:

IQAC Coordinator -

- All committee members

Reference:	Called by Director, MGM's College of Engineering, Nanded on dated
Meeting No. 3	09.11.2024 at 2:00 PM
AY 2024-25	

## **Attendance Sheet**

On date 09.11.2024 at 2:00 PM meeting of Student Grievance Redressal Committee (SGRC) members with respected Director, Geeta S Lathkar was called in the office of the Director, MGM's College of Engineering, Nanded.

Following members were present for the meeting.

Sr. No.	Name of Member	Designation	Signature
1	Dr. Geeta S. Lathkar	Director and Chairperson	Latria.
2	Dr. S. L. Kotgire	Professor and Member	Om
3	Dr. S. M. Muttepwar	Admi. Officer and Member	
4	Dr. S. N. Dachawar	Head, Applied Science	Spachartan
5	Dr. M. G. Harkare	Head Mech Engg and Member	Allare
6	Dr. A. M. Rajurkar	Head CSE and Member	Akaj welca2
7	Dr. K. C Jondhale	Head E&TC and Member	allet.
8	Dr. G. K. Hambarde	Librarian	Flammbord
9	Prof. S. A. Hashmi	Head IT and Member	Hal
10	Dr. A. K. Hashmi	On behalf of the Head Civil and Member	the for
11	Prof. N. A. Kadam	First year Incharge and Member	Jeente
12	Dr. Mohd Zameeruddin	SGRC Coordinator	ty

Reference: Meeting No. 3 AY 2024-25

Date:11.11.2024

## **Minutes of Meeting**

The discussion and decision made in meeting are;

- 1. It was discussed and decided to include all other heads of respective sections accordingly SGRC has nominated the following additional members: Dr. S. N. Dachawar, Head of Applied Sciences; Prof. J. H. Patil (A. A. Sarsar), MIS Incharge; and Dr. G. K. Hambarde, Librarian in the SGRC committee.
- 2. It has been decided to settle the grievance within 2 days after receiving it.
- 3. The grievances related to academic matters will get resolved by the respective heads of departments, such as the change of electives, corrections in marks, conduction of re-examination, dispute of internal marks, etc. However, the issues that are resolved at the head of department level and needed to get resolved from the university will be taken care of by the chairperson SGRC.
- 4. The grievances related to class ambiance, laboratory equipment repair and maintenance, purchase of consumables, penalty for any breakage, etc., by students and staff will be discussed by the head of department with the infrastructure and finance department; the action plan will be forwarded to Chairperson SGRC for approval. The chairperson SGRC will direct the respective authority to get the issue resolved.
- 5. The issues related to student-student relations and student-faculty relations should be resolved at the department level. If the issue is not resolved or needs to be referred, it shall be forwarded to the chairperson SGRC.

Dr. Mohd. Zameeruddin Coordinator, SGRC

**Dr. Geeta S. Lathkar** Director and Chairperson SGRC

Reference:Meeting No. 3AY 2024-25	Called by Director, MGM's College of Engineering, Nanded on dated 09.11.2024 at 2:00 PM
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Sr. No.	Name of the Student	Studying in	Grievance Raised	Action Taken
1	All students	TY B. Tech [Civil Engineering]	Conduction of Re-test Periodic Test -I for the subject SM-II	Head Civil Engineering had reviewed the matter and instructed the respective faculty for necessary action. The test was conducted.
2	Sayyed Sameer Sadik	Final Year B. Tech [Civil Engineering]	Result of 7 <sup>th</sup> semester not declared by the University	After the verification from Head and Academic Cell Civil Engineering department, the said request has been forwarded to Controller of Examination DBAT University for declaration of result at the earliest through Director office. After the follow up result was declared.
3	Kulkarni Sarvesh Sudhir	SY B. Tech [Computer Science and Engineering]	Promotion criteria for Higher Class	Institute Coordinator, for DBAT University is directed to get the "Promotion Criteria" for Higher Classes from the Controller of Examination DBAT University and convey the message to all Heads through the Director office.
4	Shubham Padmakar Kure	SY B. Tech [Computer Science and Engineering]	Re-checking Results are not declared	Institute Coordinator, for DBAT University is directed to collect all such issues from respective departments and get them resolved from the Controller of Examination DBAT University. Results yet awaited.

Sr. No.	Name of the Student	Studying in	Grievance Raised	Action Taken
5	PruthvirajShyamraoTarode	TY B. Tech [Computer Science and Engineering]	Incorrect grade given by the university	After the verification from Head and Academic Cell Computer Science and Engineering department, the said request has been forwarded to Controller of Examination DBAT University for declaration of result at the earliest through Director office. The results are awaited.

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(Latila)

Dr. Geeta S. Lathkar Director & Chairperson, SGRC

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- All heads, for their necessary follow up
- Coordinator, SGRC for record



## MGM's College of Engineering, Nanded Off Hingoli Road, Near Airport, Nanded

Ref: MGMCEN/2023-24/

Date: 14/08/2024

#### Notice

All the committee members of **Student Grievance Redressal Committee** are hereby called for meeting in the office of respected Director Madam on 16/08/2024 at 12:30 PM.

#### The agenda of meeting:

- To review and resolve the Grievance raised by the students
- To plan for Grievance Redressal Mechanism to be implement in this AY 2024-25
- Any other matter with the approval of chairperson

Dr. Mohd. Zameeruddin SGRC, Coordinator

Lathkar Dr. Geeta Director

Copy to:

- IQAC Coordinator
- All committee members



# MGM's College of Engineering, Nanded Off Hingoli Road, Near Airport, Nanded

Reference:Called by Director, MGM's College of Engineering, Nanded datedMeeting No.16.08.202401/2024-252024-25

#### **Attendance Sheet**

On date 16/08/2024 meeting of Student Grievance Redressal Committee members with respected Director, Geeta S Lathakar was called in the office of the Director, MGM's College of Engineering, Nanded at 12:30 PM.

Following members were present for the meeting.

Sr. No.	Name of Member	Designation	Signature
1	Dr. Geeta S. Lathkar	Director and Chairperson	•
2	Dr. S. L. Kotgire	Professor and Member	8m
3	Dr. S. M. Muttepwar	Admi. Officer and Member	
3	Dr. M. G. Harkare	Head Mech Engg and Member	Harton
4	Dr. A. M. Rajurkar	Head CSE and Member	
5	Dr. K. C Jondhale	Head E&TC and Member	Stat.
6	Prof. S. A. Hashmi	Head IT and Member	610
7	Dr. A. K. Hashmi	On behalf of the Head Civil and Member	du.
8	Prof. N. A. Kadam	First year Incharge and Member	
9	Dr. Mohd Zameeruddin	SGRC Coordinator	ty

ohd. Zameeruddin Dr. M SGRC, Coordinator

Dr. Geeta S. Lathkar Director

Reference: Meeting No. 2

AY 2024-25

Called by Director, MGM's College of Engineering, Nanded on dated 14.08.2024 at 1:00 PM

Sr. No.	Name of the Student	Studying in	Grievance Raised	Action Taken
1	Mamata Kokulwar	FY B. Tech [Civil Engineering]	Re-admission for FY B. Tech	The applicant has applied for readmission in FY B. Tech [Civil Engineering]. She was a Bonafide student of the first year of B. Tech 2018-19; as of the date of application, she has surpassed the permissible year limit of course completion. Her request was forwarded to the Registrar, DBAT University, for further guidelines, wherein they suggested to apply for a fresh admission process.
2	Md. Khizar Sufiyan, Mohd. Zahroddin and Sayyed Aslam Jawwad	Final Year B. Tech [Computer Science and Engineering]	Getting the marksheet, provisional degree certificate and migration certificate	The University has not issued the marksheet, transcript, and provisional degree certificate of the applicants. They have requested for getting the recommendation letter to collect these credentials from DBAT University by hand. The Director has issued a recommendation letter addressing Controller of Examination DBAT University for issuing the document as soon as possible since these student wants to peruse their higher studies. Also, students request is forwarded to COE, through director email. After follow up they received their corrected marks sheet and degree certificate.
3	Gaikwad Avishkar	Final Year B. Tech [Mechanical Engineering]	Name correction on marksheet, Correction in CGPA and degree corticate	Applicant has requested for getting correction done in academic credential and degree certificate. The said request has been forwarded

4	All students	TY B. Tech [Civil Engineering]	Maintenance of overhead projector	Class Incharge, Head of Department and Infrastructure coordinator has discussed the issue and planned for installation and maintenance of projector in all class rooms of the Department. The proposal was forwarded to the Director of the institute, after approval installation of new projectors and maintenance of existing was done.
5	Omsai Vijaykumar Kanchle	Final B. Tech [Civil Engineering]	Revaluation of result Marksheet of 7 <sup>th</sup> Semester not issued	The applicant has applied for revaluation of Design of RC Structures and Profession Practice
6	Mohd Owais, Shaikh Abdul Tauqeer, Syed Atteshauddin	Final Year B. Tech [Mechanical Engineering]	Getting the marksheet of 7 <sup>th</sup> semester	The applicants have completed their 7 <sup>th</sup> semester, after a one-year duration after declaration of result, the hard copy of marksheet is not issued to the students. The request was forwarded too the regional office DBATU. The RO office replied that results will be made available within 15 days after verifying the records.

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Dr. Geeta S. Lathkar Director & Chairperson, SGRC

Copy to:

- All heads, for their necessary follow up
- Coordinator, SGRC for record

Date: 19/04/2024

## Notice

All the committee members of **Student Grievance Redressal Committee (SGRC)** are hereby called for meeting in the office of respected Director Madam on 22.04.2024 at 4:00 PM.

# The agenda of meeting:

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To review and settle the Grievances submitted by the students

Dr. Mohd. Zameeruddin

Coordinator

Lathkar Dr. Gee

Director

Copy to:

- IQAC Coordinator
- All committee members

# Attendance Sheet

On date 22.04.2024 meeting of Student Grievance Redressal Committee (SGRC) members with respected Director, Geeta S Lathakar was called in the office of the Director, MGM's College of Engineering, Nanded at 4:00 PM. Following members were present for the meeting.

Sr. No. Name of Member		Designation	Signature	
1	Dr. Geeta S. Lathkar	Director and Chairperson		
2	Dr. S. L. Kotgire	Professor and Member	8 Mm	
3	Dr. S. M. Muttepwar	Admi. Officer and Member		
3	Dr. M. G. Harkare	Head Mech Engg and Member	Dorlard	
4	Dr. A. M. Rajurkar	Head CSE and Member	80/.	
5	Dr. K. C Jondhale	Head E&TC and Member	Cont.	
6	Prof. S. A. Hashmi	Head IT and Member	A	
7	Dr. A. K. Hashmi	On behalf of the Head Civil and Member	\$r	
8	Prof. N. A. Kadam	First year Incharge and Member		
9	Dr. Mohd Zameeruddin	SGRC Coordinator		

Dr. Mold. Zameeruddin SGRC, Coordinator

athkar Dr. Gee Director

Reference:Meeting No. 1AY 2024-25	Called by Director, MGM's College of Engineering, Nanded on dated 22.04.2024 at 4:00 PM
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Sr. No.	Name of the Student	Studying in	Grievance Raised	Action Taken
1 .	Yakub Qureshi and Syed Etheshamuddin	FY B. Tech [Mechanical Engineering]	Getting the marksheet, provisional degree certificate	The applicants have requested to get for hard copy of marksheet for final semester and degree certificate. In their application they have mentioned a timeline for declaration that is, it results shall me declared within 15 days from the day of application otherwise they will file a suit in the civil court. Director of institute has taken a cognizance of the application and requested COE, DBAT University to look in the matter and resolve as soon as possible in the interest of student academics. After follow up they received hard copies of their marks sheet and degree certificate.
2	All student	Third Year B. Tech [Civil Engineering]	Requirements of coolers in classroom	The students of TY Civil Engineering have requested the installation of an air conditioner or air cooler in their classroom to combat the rising temperatures. The head of the department and the infrastructure in- charge have visited the classroom. They come up with a proposal of apply sunshade laminates to window glass to lower the direct impact of sunlight. The proposal was discussed with the director and with the approval of director all classrooms that are having receiving direct sunlight are provided with windows with transparent sunshade glass which will not have any impact on the vision within class.
3	Laxmikant Nagapurkar, Afnan Farooqui. Umerkan Asgar Kan,	Third year B. Tech [Civil Engineering, Information	Correction in Results	<ul> <li>Applicant has reported about the correction in results as;</li> <li>Previously allotted grace marks are reverted and result are declared as failed</li> </ul>

	Vaishnavi Laxman Kopare and Abhishek Atul Naik	Technology and Computer Science and Engineering, Electronics aad Telecommunication Engineering]		<ul> <li>Subject was cleared in revaluation, but result declared as fail.</li> <li>Subject was cleared in supplementary, but result declared as fail.</li> <li>Appeared in supplementary but result is declared fail.</li> <li>Director has instructed to DBAT university coordinator to gather all such queries from all department and forward them to university for clearance. Later university has created a Google form for collection of all such request and they were selttled.</li> </ul>
4	All students	TY B. Tech [Civil Engineering]	Maintenance of overhead projector	Class Incharge, Head of Department and Infrastructure coordinator has discussed the issue and planned for installation and maintenance of projector in all class rooms of the Department. The proposal was forwarded to the Director of the institute, after approval installation of new projectors and maintenance of existing was done.
5	Batkulwar Sukumar Narayanrao	M. Tech [Structural Engineering]	Final Semester Dissertation Result not declared	The applicant has appeared for Project Part 2 Dissertation Defense on 15 March 2023, till date result is not declared. Request has been forwarded to COE DBAT university. PG coordinator, Structural Engineering is directed to take necessary follow-up.
6	Srushti Shinde	SY B. Tech [IT]	To appear for university examination in elective ITSM instead of Embedded system.	opted incorrect elective. Director has instructed to verify the details from subject incharge, head and allow to appear for examination. DBAT University to inform the

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7	Mohammad Azhar Dudhmal Dipti Sidharth	FY B. Tech [Civil Engineering	Incorrect examination n appeared marksheet	The applicants have brought to notice that the on the marksheet examination name is appearing as "Supplementary/Backlog Summer 2023" instead of Regular examination. Director had a telephonic Call to on COE, DBAT University and discuss the matter. DBATU Institute coordinator verified all details and forwarded to the University. After necessary follow-up student had received the corrected marksheets.
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Dr. Geeta S. Láthkar Director & Chairperson, SGRC

Copy to:

- All heads, for their necessary follow up
- Coordinator, SGRC for record