



St.MARTIN'S ENGINEERING COLLEGE

Dhulapally, Secunderabad – 500100.

NBA & NAAC A+ Accredited

ANNEXURE –I

STANDARD OPERATING PROCEDURE

GRIEVANCES AND REDRESSAL CELL (FACULTY AND STAFF)

Introduction

1. Grievances Redressal Cell - Faculty and Staff (GRC–F&S) is formed to keep the healthy working atmosphere and to uphold the dignity of the college by ensuring stress free atmosphere in the College. A committee is constituted with the following members to address the needs and requirements of solving the problems of employees of the institution.

Composition

2. The academic administration of the college is decentralized and transparency is maintained by constituting various committees with senior faculty members. Grievances Redressal cell (Faculty and Staff) is constituted and reviewed every year.

Functions

3. The GRC-F&S helps faculty and staff to record their complaints and solve their problems related to academics, resources and personal grievances.

Procedure

4. Whenever an employee wishes to put forth any claim or seeks redressal of any grievance he/she must follow the procedure as under.

a) Forward his/her case in writing through proper channel to the competent authority.

b) In case the competent authority has refused redressal of his/her grievance or has delayed the matter beyond a reasonable time, the procedure to be followed is given below.

- Personally approach and write to any member of the Cell.
- Send email to grievances.smec@gmail.com
- Write an application and submit it to the GRC-F&S convener.
- Only individual grievances will be accepted and no group grievances will be considered.

5. The GRC-F&S will follow the process given below.

- a) Register the grievance and allot a number.
- b) Send acknowledgement of the receipt of the grievance to the faculty.
- c) Plan a GRC-F&S meeting and discuss the procedure of the solution. The solution will be as per college norms.

- d) The redressal mechanism will be forwarded to the competent authority for their concurrence / approval / rejection
- e) If the solution is accepted by the competent authority, the same will be communicated to the individual.
- f) In case, the redressal is getting delayed / rejected, the committee will meet the competent authority for reconsideration for possible viable solution to the issue.
- g) The result will be communicated to the individual and the matter is recorded as per Appendix A and the case is closed.

Frequency of Meeting

1. The GRC-F&S will meet as and when required.



**Convener
Grievances Redressal Cell**

APPENDIX - A

(Refers to Para 4(g) of GRC-F&S Procedure)

LOG BOOK – GRIEVANCES REDRESSAL CELL

S. No.	Date of Receipt	Name & Dept. of Faculty	Date of Ack.	Details of Grievance	Details of Resolution	Date Informed to faculty	Sign of Convener
1							
2							