



St. Martin's Engineering College

(An Autonomous Institute)

Dhulapally, Secunderabad-500 100

NBA & NAAC A+ Accredited

www.smec.ac.in



ANNEXURE –I

STANDARD OPERATING PROCEDURE

GRIEVANCE AND REDRESSAL CELL (FACULTY AND STAFF)

Introduction

1. Grievances and 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 the 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 grievances 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 compliant 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 grievance will be accepted and no group grievance will be considered

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

- Register the grievance and allot a number
- Send acknowledgement of the receipt of the grievance to the faculty
- Plan a GRC –F &S meeting and discuss the procedure of the solution. The solution will be as per the college norms.
- The redressal mechanism will be forwarded to the competent authorities for their approval / rejection.
- If the solution is accepted is accepted by the competent authority, the same will be communicated to the individual.
- In case, if the redressal getting delayed/Rejected the committee will meet the competent authority for reconsideration for possible viable solution to the issue.
- 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

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


Convener

Grievance Redressal Cell

APPENDIX –A

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

LOG BOOK –GRIEVANCES REDRESSAL CELL

S.NO	Date Of Receipt	Date Of Ack.	Details Of Grievance	Details Of Resolution	Date Informed To Faculty	Sign Of Convener
1						
2						

**FLOWCHART FOR
GRIVEANCES REDRESSAL CENTRE (FACULTY AND STAFF)**

