

**Padamabhooshan Vasantrodada Patil Institute of Technology, Budhgaon,
Sangli**

Mechanism for Submission of Student Grievances in Hostel

1. Grievance Submission Channels

Student can send online grievance submission on principal mail Id or Chief Rector mail Id or on Mobile also. Mobile numbers are displayed in the hostel campus. Ensure the mail has an easy-to-use interface with sections to describe the grievance, attach evidence (if any), and select the grievance category (e.g., maintenance issues, roommate conflicts, food quality, safety concerns).

Physical Complaint Box:

Place secure complaint boxes at strategic locations within the hostel. Ensure these boxes are accessible and private. Written complaint students to put in complaint box.

2. Grievance Registration and Acknowledgment

For online submissions, send an solution of their complaint on mail .

For physical submissions, assign a hostel clerk to collect forms weekly and issue acknowledgment receipts via email or hostel notice board.

3. Grievance Categories and Levels

Categorize Grievances:

Maintenance (e.g., plumbing, electrical issues)

Roommate Conflicts, Food Quality, Safety and Security

Administrative Issues

Levels of Grievance:

Level 1: Minor issues that can be resolved by hostel clerk.

Level 2: More serious issues requiring intervention from the hostel administration or rector.

Level 3: Critical issues needing attention from the higher administration or external authorities.

4. Grievance Handling and Resolution Process

Initial Review: Categorize and prioritize grievances based on urgency and severity.

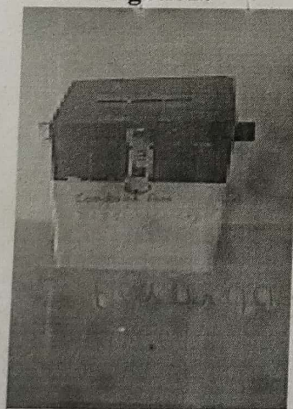
Investigation:

Conduct a thorough investigation for each grievance. This may involve speaking with the complainant, witnesses, and involved parties. Maintain confidentiality throughout the process.

Aim to resolve Level 1 grievances within 3 days, Level 2 within 7 days, and Level 3 as soon as possible.

Use this data to identify common issues and implement preventive measures.

Implementing this mechanism will help ensure that student grievances are handled effectively, promoting a positive and supportive hostile environment.



**Dr. Mrs. A. A. Patil
Chief Rector
PVPIT , Hostel**