



# JSPM UNIVERSITY PUNE

(Enacted by State Govt. of Maharashtra- JSPM University Pune, Act 2022 [Mah. Act No. IV of 2023])

Ref: JSPMUni/RO/GRC/2024-25/ 6008

Date: 21<sup>st</sup> October 2024

## OFFICE ORDER

### **Sub: Appointment of Grievance Redressal Committee (GRC) of JSPM University Pune.**

The Grievance Redressal Committee plays a crucial role in addressing and resolving complaints, concerns, and grievances within the academic or administrative context of University. The roles and responsibilities of the Grievance Redressal Committee are as follows:

#### **1. Creating a Fair and Transparent Process:**

- Establish and maintain clear, transparent procedures for lodging grievances, ensuring that all stakeholders are aware of how to file complaints.
- Protect the confidentiality and privacy of all individuals involved in the grievance process.

#### **2. Addressing Grievances:**

- The primary responsibility of the committee is to receive, review, and resolve grievances raised by students, staff, or faculty members related to academic or administrative matters.
- Ensure that the grievance process is impartial, transparent, and conducted in a timely manner.

#### **3. Investigating Complaints:**

- Investigate grievances in a thorough, unbiased, and systematic manner. The committee may gather information, interview relevant parties, and review documentation to understand the nature and facts of the grievance.
- Ensure that the investigations are fair, respectful, and conducted within a reasonable time frame.

#### **4. Recommending Solutions:**

- Based on the findings of the investigation, recommend appropriate actions to resolve the grievance. This can involve suggesting corrective measures, actions to prevent recurrence, or disciplinary measures when necessary.
- Ensure that the recommendations are just, fair, and in accordance with institutional policies.

#### **5. Monitoring and Follow-up:**

- Monitor the implementation of the solutions or corrective actions recommended by the committee.
- Ensure that follow-up actions are taken to assess the resolution's effectiveness and prevent the same issues from arising again.
- Help build an institutional culture where issues can be addressed constructively and preventively, enhancing the overall well-being of the community.



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The composition of the Grievance Redressal Committee (GRC) to entertain, adjudicate and redress grievances of the students and the employees of the JSPM University Pune for AY 2024-25 to 2026-27 as mandated in section 30 of JSPM University Pune's First Statues approved by the Government of Maharashtra is given below. This Committee comes into immediate effect under the general terms mentioned hereunder.

Sr. No	Name	Designation	E-Mail id	Mobile
01	Prof. B. B. Ahuja Vice Chancellor JSPM University Pune	Chairperson	vc@jspmuni.ac.in	9422322522
02	Dr. R. S. Deshpande Dean, Faculty of Science & Technology JSPM University Pune	Member (Dean of the faculty nominated by the Board of Management)	dean- fst@jspmuni.ac.in	8308818790
03	Dr. (Mrs.) Prabha Singh Dean Faculty of Business Management & Commerce JSPM University Pune	Member (Member nominated by the Board of Management from amongst themselves at its fourth meeting held on 13 <sup>th</sup> July 2024)	dean- fbmc@jspmuni.a c.in	9518938413
04	Dr. (Mrs.) Anuradha Deshpande Associate Dean, Academics JSPM University Pune	Member (Member nominated by the Board of Management from amongst themselves at its fourth meeting held on 13 <sup>th</sup> July 2024)	ada@jspmuni.ac .in	9922652668
05	Dr. Siddiqui Afreen Fatema M. Kasim Assistant Professor, School of Computational Sciences, JSPM University Pune	Member (University teacher nominated by the Vice-Chancellor)	afs.sbas@jspmu ni.ac.in	7774893419
06	Dr. Santosh Gaikwad Associate Professor, School of Basic and Applied Science JSPM University Pune	Member (University teacher nominated by the Vice-Chancellor)	skg.sbas@jspmu ni.edu.in	9146623289

Gat.No. 719, Wagholi, Pune-Ahmednagar Road, Pune - 412 207  
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07	Ashish Jahagirdar Section Officer (Admin) JSPM University Pune	Member (Non-teaching staff from amongst the non-teaching staff of the University nominated by the Vice Chancellor)	ashish.jahagirdar @jspmuni.ac.in	9823550050
08	Dr. Jyoti Shete Assistant Professor School of Law, JSPM University Pune	Member (One member of academic council nominated by the Academic Council at its fourth meeting held on 14 <sup>th</sup> September 2024)	jsm.solw@jspmu ni.ac.in	9226057637
09	Mr. Kaustubh Pawar SY B. Tech (AI & ML)	Invitee Student Representative	kaustubhpawar2 3.ai@jspmuni.ac. in	9373529729
10	Ms. Sanika Madamwar SY B.A (Psychology)	Invitee Student Representative	sanikamadamwa r23.py@jspmuni. ac.in	8624031514
11	Mr. Vishal Choudhary Registrar JSPM University Pune	Member Secretary	registrar@jspmu ni.ac.in	9765279898

- (A) The term of the nominated members shall be for three years.
- (B) Any employee or student aggrieved by the decision of the university, may prefer an application to the Grievance Redressal Committee within thirty days from the date of such decision.
- (C) Every application regarding grievance of any employee or student shall be decided as expeditiously as possible. The Grievance Redressal Committee shall make endeavour to decide upon the grievance within three months after giving reasonable opportunities to both the parties of being heard.
- (D) The Grievance Redressal Committee shall decide the procedure to be followed for the disposal of grievance of the employee and student.
- (E) The decision of the Grievance Redressal Committee shall be communicated to both the parties in writing and shall be complied with by the concerned officer of the University.
- (F) Any employee or student aggrieved by the decision of the Grievance Redressal Committee may, within sixty days from the date of such decision apply for arbitration and the decision of the arbitrator shall be final and binding.

Vishal Choudhary  
Registrar  
JSPM University Pune



Registrar  
JSPM University Pune

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