

Sinhgad Technical Education Society's
**SINHGAD INSTITUTE OF HOTEL MANAGEMENT
& CATERING TECHNOLOGY**

(Approved by AICTE, New Delhi, Recognized by Govt. of Maharashtra & Affiliated to Savitribai Phule Pune University)
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Dr. Anjall D. Chatterton
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PRINCIPAL

Establishment of Online Grievances Redressal Mechanism

As per the AICTE regulations 2019 vide F. No. 1-101/PGRC/AICTE/ Regulation/2019 dated 07.11.2019 and the Governing Body (GB), SIHMCT constituted Student Grievance Redressal Committee with the objective of resolving the grievances of students and their parents. Provision has been made available in the Institute website, for registering the grievance through grievance-redressal.sihmct@gmail.com. The students and their parents may henceforth approach the Grievance Redressal Committee and submit / register any grievance online, which will be accessed by the GRC headed by the principal, and appropriate action taken and the decision of the GRC will be intimated to the complainant. The grievances include

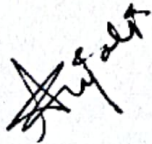
- making admission contrary to merit
- irregularity in the admission process
- withhold or refuse to return any certificates
- demand of money in excess specified
- breach of the policy of reservation
- complaints of alleged discrimination (SC/ST, OBC, Women, minority or PH)
- non-payment or delay in payment of scholarships to students
- delay in conduct of examinations or declaration of results
- withholding student amenities
- denial of quality education
- non transparent or unfair evaluation practices
- harassment and victimization of students including sexual harassment
- Refund of fees on withdrawal of admissions, etc.

Grievance Redressal Application Form

The Student Grievance Redressal Committee (GRC) comprises the following members:

Sr.No.	Name of Member	Designation	Contact No.	Mail ID
1	Dr. Anjali Chatterton	Principal (Chairmen)	8411887334	principal.sihmct@sinhgad.edu
2	Prof. Partha Nath	Member	9767967121	ppnath.sihmct@sinhgad.edu
3	Mr. Raghavendra Gade	Member	9860512655	rpgade.sihmct@sinhgad.edu
4	Mr. Pratik Jawale	Member	91306 00768	pratikjawale.sihmct@sinhgad.edu
5	Mr. Khanderao Shinde	Member	9028372752	kumarshinde.sihmct@sinhgad.edu
6	Mrs. Seema Gavade	Member	9960704196	smgavade@sinhgad.edu
7	SPPU, Pune	Ombudsman	-----	

The member shall hold the office for a period of Two years. The GRC shall meet as and when requires and assess the merit of the complaint. The decision of the GRC will be intimated to the complainant through email / SMS / hosted in the website. In case of any false / frivolous complaint, the GRC will take appropriate action against the complainant.



Dr. Anjali Chatterton

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