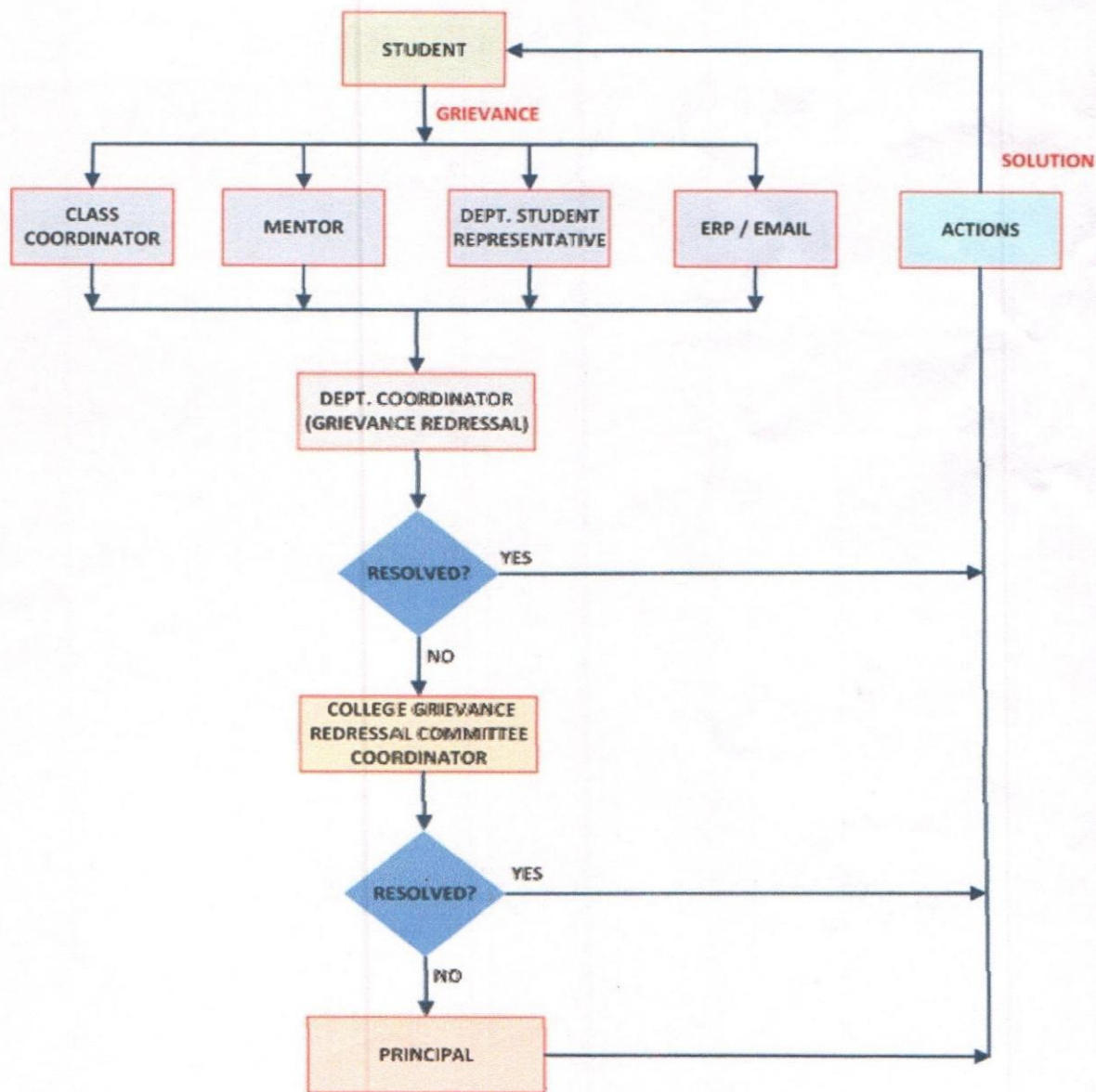




**GRIEVANCE REDRESSAL MECHANISM**



The complaint management mechanism is carried out in three levels in the institution

- The departmental level grievances are attended by the concerned class Coordinators, Counsellors and Department Heads.
- The student coordinators and staff coordinators of grievance redressal cell act as facilitators to communicate and sort out the grievances at the department level.
- Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the institution.
- An online monthly Status Report regarding the number of grievances received, disposed of and pending as on the last day of the previous month is being informed to AICTE via online feedback report in AICTE web portal.
- The notice board /flex board is fixed near the office, indicating the details of online Grievance Redressal Mechanisms (i.e) URL of the online Grievance Redressal Portal: <https://www.vishwatmakengg.in> /Grievance, names, contact nos. and e-mail ID's of members of the Grievance Committee.
- For any Grievances contact mail-id is **vishwatmakengg@gmail.com**
- **Grievance Redressal Protocol**
  1. Registration of grievances via email-id/submitting in person at GRC or Department Coordinators /online registration system.
  2. Acknowledging the receipt of grievances immediately.
  3. Forwarding to the Grievance Redressal cell.
  4. Scrutiny of the redressal process by reviewing the grievances.
  5. Call for hearing or Enquiry if the resolution is not satisfactory in a stipulated time.
  6. Forward to the student counsellor if required.
  7. Final resolution/decision by grievance redressal committee.
  8. Communicating the final decision to both parties.
  9. Closing of grievance and preparation of report
  10. Feedback for improving the redressal process from time to time.



A handwritten signature in blue ink, appearing to be "A. Malik".

Principal

Principal

Atma Malik Institute of Technology & Research  
At Mohel, Post-Aghel, Tal-Shahapur, Dist-Thane