



STUDENTS GRIEVANCE REDRESSAL POLICY

As per University of Mumbai directives No. DSD/05/of 2019, all grievances of students relating to College shall first be addressed to Students Grievance Redressal Cell (SGRC) to be constituted at the level of College by following below given steps:

1. The composition of SGRC shall be as follows:
 - a) Principal of the College - Chairperson
 - b) One Senior Faculty Member Nominated by the Principal of the College - Member
 - c) One Senior Faculty Member Nominated by the Principal of the College - Member Secretary

The tenure of all the members of SGRC shall be of two years.

2. The College shall upload the information of functioning of the Students Grievance Redressal Cell on the website.
3. The College shall give wide publicity to Students Grievance Redressal Cell (SGRC) among all students through various means like, Website, Prospectus, Notices, Electronic Gadgets, etc.
4. The concerned student of the College shall register his/her complaint along with the necessary documents on the portal available on the College website.
5. The Member Secretary of SGRC shall maintain the documentation of the grievances of students who have registered their grievances on the portal of the College.
6. The Member Secretary shall prepare the Agenda for the meeting of the Students Grievance Redressal Cell (SGRC) in consultation with the Chairperson and shall communicate to all members prior to the meeting.
7. The Cell shall resolve the grievance of the complainant student by giving an opportunity of hearing to all the concerned parties and following principles of natural justice.
8. The Member Secretary shall convene meeting of Students Grievance Redressal Cell (SGRC) in consultation with the Chairperson in order to redress the grievances registered on portal within 15 days of its receiving.
9. The Member Secretary shall prepare Minutes and Action Taken Report for Students Grievance Redressal Cell (SGRC).
10. The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of SGRC on the portal.
11. The Member Secretary shall communicate the Minutes and Action Taken Report of each meeting of SGRC and the Annual Report of SGRC for the information to the Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in.



12. If the concerned student is not satisfied with the decision of the Students Grievance Redressal Cell (SGRC) then he/she can appeal to University Grievance Redressal Cell (UGRC) which comes under Department of Students' Development within 30 days. The Member Secretary shall communicate this to all students who have registered their grievances on the portal. The student can appeal on the decision given by SGRC shall register his/her grievance/s on the portal available on the website of University of Mumbai. www.mu.ac.in with all supporting documents within 30 days.

PROCEDURE AND DIRECTIVES FOR FUNCTIONING OF STUDENTS GRIEVANCE REDRESSAL CELL (SGRC)

A. Role and Functions of SGRC

The SGRC shall exercise the following role and perform the following functions, namely:

- 1) To receive the applications of the students from the link available on the website of College and process them further.
- 2) To attend all applications relating to the grievances of the students.
- 3) To entertain and consider the grievances of the students. It may hear the students in person by giving opportunities of hearing.
- 4) To hear all the concerned parties and settle grievances as early as possible.
- 5) To counsel the students whenever necessary to resolve their grievances.
- 6) To give advice to the students through correspondence.
- 7) The SGRC shall not discuss with any sub-judice grievances.
- 8) It shall make efforts to settle the disputes amicably.
- 9) To prepare and submit the recommendations relating to the redressal of grievances to the concerned students.
- 10) To consider and submit recommendations and suggestion in respect of reforms in the working of various committees/departments/cells of the College relating to the redressal of grievances of students.
- 11) To prepare Minutes and Action Taken Report of the meeting of SGRC and submit it to the Director, Students' Development, University of Mumbai.
- 12) To prepare Annual Report regarding working of the SGRC and submit it to the Director, Students' Development, University of Mumbai.



B. Role of the Chairperson of SGRC

- 1) The Principal of the College shall be the Chairperson of SGRC.
- 2) The Chairperson shall finalize the date of meeting of SGRC in discussion with Member Secretary.
- 3) The Chairperson shall preside over the meeting of SGRC.

C. Role of the Member Secretary of SGRC

- 1) The Member Secretary shall be the Primary Officer of the SGRC. S/He shall be the custodian of all accounts and records, if any, placed at the disposal of the Cell.
- 2) The Member Secretary shall prepare the Agenda for a meeting of the SGRC in consultation with the Chairperson and shall communicate the Agenda with all necessary documents of students to all members prior to the meeting through an email.
- 3) The Member Secretary shall convene meetings of SGRC in consultation with the Chairperson in order to redress the grievances registered on portal within 15 days of its receiving.
- 4) S/He shall also attend the meetings and shall be responsible for maintaining a record of the minutes of the proceedings.
- 5) S/He shall prepare Action Taken Report on the previous meeting of SGRC.
- 6) The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of SGRC on the portal.
- 7) The Member Secretary shall communicate the Minutes and Action Taken Report of each meetings of SGRC for the information to the Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in.
- 8) The Member Secretary shall prepare Annual Report regarding working of the SGRC and submit it to the Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in.
- 9) The Member Secretary shall discharge such other duties and functions related to grievances of the students as the Chairperson and the Director, Students' Development assign to him from time to time.



D. Meetings of SGRC

- 1) The SGRC shall meet regularly as per the exigency in order to redress the grievances registered on portal within 15 days of its receiving. If there are no grievances, the SGRC shall meet once in every semester.
- 2) The Member Secretary may directed by the Chairperson to convene a meeting of the SGRC at the place, date, and time to be fixed in consultation with him/her.
- 3) Every meeting of the SGRC shall be numbered serially.
- 4) The Notice of the meeting shall be issued by the Member Secretary well in advance, in consultation with the Chairperson and shall communicate to all members with its Agenda and necessary documents prior to the meeting through an email.
- 5) However, any non-receipt of notice by the members shall not invalidate the proceedings of the meeting.
- 6) In case of a meeting being called urgently the Notice and Agenda with necessary documents may be distributed to the members during the meeting. The procedure of any such meeting shall be such as the SGRC may determine.
- 7) In case the grievance is against any of the members of the SGRC, the concerned member shall abstain himself from the proceeding on such issue. However, the concerned student shall have choice to approach the (University Grievance Redressal Cell (UGRC) for the Redressal of his/her grievance.

E. Venue of the Meeting of SGRC

- 1) The Meeting of the SGRC shall be held in the premises of the College during the working days and working time of the College.
- 2) The Member Secretary shall communicate venue, date, and time of meeting of SGRC to all members of SGRC and students who have registered their grievances prior to the meeting.

F. Quorum of the Meeting of SGRC

The Quorum for the meeting of SGRC shall be two, including Chairperson.

G. Decisions by Majority of the Meeting of SGRC

All matters of any meeting of the SGRC shall be decided by majority of the members present and voting and, in case of a tie, the person presiding shall have a second or casting vote.



H. Minutes

- 1) The draft Minutes of the meetings shall be prepared by the Member Secretary in consultation with the Chairperson and confirm it from all members within 7 days after the meeting.
- 2) The Minutes shall contain a record of the decisions taken and resolutions the SGRC in the meeting and the discussions of the meeting shall not ordinarily form part of the Minutes.
- 3) The Member Secretary shall submit the confirmed minutes of the meeting of SGRC to the Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in

I. Action Taken Report

- 1) After the confirmation of the minutes, the Member Secretary shall report to the SGRC the Action Taken Report on the resolutions or decisions, or directions given in the previous meetings of the SGRC.
- 2) The Member Secretary shall submit Action Taken Report on the meeting of SGRC to Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in.

J. Attendance of Members

- 1) Member Secretary shall maintain the record of Attendance of each meeting of SGRC.
- 2) Every member shall sign the Attendance Sheet during every meeting.

K. Appearance before SGRC

The complainant student may appear in person. If he/she is incapable to attend / represent is/her grievances, then his/her representative (preferably parents) other than legal practitioner may be authorized to present his/her case in any proceedings before the SGRC.

L. Nature of Applications to be Entertained by the SGRC.

The grievances or common grievances of students related to College only shall be considered by the SGRC.



M. Registration of Grievances on the Portal

- 1) Any student desiring redressal of his grievance/s may register his/her grievance/s online on the portal available on website of his/her College/Institution.
- 2) The student shall fill all the information required for registration and upload the supporting documents.
- 3) The grievances with insufficient/incomplete information shall not be entertained by SGRC.

N. Disposal of Applications

- 1) On receipt of an Applications of Grievances of Students, the Member Secretary shall scrutinize the applications in consultation with Chairperson of the CGRC and prepare the Agenda of Meeting.
- 2) Non-accepted applications shall be communicated to the student in writing by Member Secretary.
- 3) The Member Secretary shall communicate the date, time, and venue of the Meeting to the students who have registered their grievances on the portal before the meeting.
- 4) The Member Secretary may request the applicant student to supply further information as may be necessary and also discuss the grievance personally with the applicant.
- 5) The Member Secretary may request all the parties related to grievance to give clarification in writing with necessary documents and send it to all members through an email along with the Agenda.
- 6) The Member Secretary shall present each complaint before the SGRC as per the Agenda with all necessary documents given by the students during the meeting.
- 7) The SGRC shall redress all the grievances as per the Agenda by giving an opportunity of hearing to all the concerned parties and by following principles of natural justice.
- 8) The Member Secretary shall communicate a copy of Order/Decision/Resolution to all the students whose grievances were mentioned in the Agenda.



O. Non-Entertainment of Application

- 1) No applications for redressal of grievances shall be entertained, if the SGRC is satisfied that:
 - a. The applicant has knowingly made false statement or furnished false information as regards to place of residence, educational qualifications, etc.
 - b. In an application, there is no prima facie case for considering it.
 - c. The Application is frivolous or fictitious.
 - d. The matter is sub-judice in any court of law.
 - e. If there is gross delay.
 - f. Having regard to all the circumstances of the case, it is otherwise not reasonable to consider the application.
- 2) In case of any false or frivolous complaint, the SGRC may recommend appropriate action against the complainant student.

P. Processing of Applications

- 1) The Member Secretary shall prepare requisite number of sets of all the applications received online/personally from the students and documents of other parties on which complaint has been made and send it to all members of SGRC prior to the meeting through an email and handover its hardcopies to all members of SGRC at the time of meeting.
- 2) The SGRC shall consider the case on the basis of the noting prepared by the Member Secretary.
- 3) The SGRC shall deal with the case on the basis of the Provisions of the Act, Rules, Regulations, Statutes, Ordinances, Circulars and Directions of the University and on the basis of natural justice, equity, and good conscience.
- 4) The SGRC shall hear all the concerned parties related to the complaint in person / individually/collectively whatever the requirement of the case by following principles of natural justice.
- 5) Efforts shall be made to settle the grievances amicably after hearing all parties.
- 6) Efforts shall be made to settle the grievances within 15 days of its receiving.



Q. Consideration of Applications

- 1) Each member of the SGRC shall study the applications/cases sent to them in advance.
- 2) Applications shall be discussed in the Meeting and further line of action shall be decided.
- 3) The concerned students may be called during the meeting of the SGRC whenever necessary and they may be heard in person.
- 4) If the SGRC finds it necessary, it may refer any matter to an expert and obtain his/her opinion.
- 5) After following all the procedures enumerated under sub-rules R (1) to (4) above, the SGRC may formulate its recommendations on the Application.

R. Recommendations for Final Action

- 1) The Member Secretary shall communicate a copy of Order/Decision/Resolution to all the students whose grievances were mentioned in the Agenda.
- 2) The Chairman and Member Secretary shall see the implementation of resolutions/decisions made during the meeting of SGRC on top priority basis.
- 3) The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of SGRC on the portal.
- 4) If the SGRC comes to the conclusion that any of the employees/officials is involved in misconduct, they can recommend departmental enquiry against him/her.

S. Pursuing the Matter

- 1) The Chairman and Member Secretary shall keep in touch with the concerned committees/departments/cells and see that the decision is implemented immediately.
- 2) After the decision is finally implemented the same shall be incorporated in the Action Taken Report and submit it to all the members of SGRC at the next meeting.
- 3) The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of SGRC on the portal.

**T. Appeal on the Decisions**

- 1) The student may prefer an appeal on the decision given by SGRC to University Grievance Redressal Cell (UGRC) within 30 days from the receipt of the decision of the SGRC.
- 2) In such case the student shall apply again on the portal available on the website of University of Mumbai, www.mu.ac.in within 30 days from the receipt of the decision of the SGRC.

U. Miscellaneous**a) Publicity**

The Chairperson and Member Secretary of SGRC shall give due publicity to the functioning of the SGRC through various modes of publicity like, Website, Prospectus, Notices, Electronic Gadgets, etc. for the information of the Students, Teaching Staff, Administrative Staff and Non-Teaching Staff

b) Powers to give Directions.

The Director, Students' Development, University of Mumbai may from time to time, issue directions to the SGRC to carry out its purposes effectively and the SGRC shall be bound to carry out such directions.

V. Annual Report

The Member Secretary shall prepare Annual Report as per the format given below regarding working of the SGRC and submit it to the Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in

1	Full Name of the Affiliated College/ Recognized Institution	
2	Abbreviated Name of the College / Recognized Institution	
3	Address of the College / Institution	
4	District	
5	Landline No. Of the College / Institution	
6	Email of the College / Institution	
7	Name of the Principal/Head / Director	
8	Mobile No. of the Principal / Head/ Director	
9	Landline No. of the Principal/ Head Director	
10	Email of the Principal/ Head/ Director	
11	Name of the Member Secretary	
12	Designation of the Member Secretary	
13	Mobile No. Of the Member Secretary	
14	Landline No. Of the Member Secretary (if any)	
15	Email of the Member Secretary	



16	No. Of Applications Received on Portal	
17	No .of Scrutinized Applications	
18	No. of Applications Presented before the CGRC	
19	No. of Resolved Applications	
20	No. of Un- resolved Applications	
21	No. of Applications Referred to the Experts for an Opinion	
22	No. of Applications Sent to University Grievances Redressal Cell (UGRC)	
23	No. of Frivolous Applications	
24	No. of Pending Applications	
25	No. of the Meetings of CGRC Held	
26	No. of the Meetings Adjourned for want of Quorum	
27	Average No of Members of CGRC Present for the Meetings	
28	Total Annual Expenses of the Meetings if Any, Incurred by the CGRC	
29	Any other Information	

Date:

Place:

Name and Signature of the
Member SecretarySeal of the College/
InstitutionName and Signature of the
Chairperson with Seal**W. Application Format for The Student**

Respected Sir/Madam,

I am/We are hereby forwarding my/our application for Redressal of Grievance/s. Kindly accept it and do the further processing.

Name of the Student	
Class & Div.	
Roll No:	
E-mail Address	
Contact No:	
WhatsApp No:	
Grievances to be Lodged/ Suggestions to be provided	
Supporting Documents if any	