

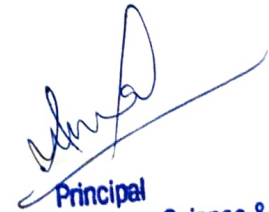
GRIEVANCE POLICY

The college grievance policy outlines the procedures for students to address complaints or disputes they may have with the college administration, faculty, staff, or other students. The policy is applicable to all bonafide students of the college. Grievance cell is in place which caters to the issues of the students. Boxes are placed in ground floor, first floor and third floor to put their grievances/ suggestions which will be address by the cell periodically. Only those who have given their identity with Class/ roll no etc will be considered

Role ,Scope and Purpose:

- 1) To receive the applications of the students from and process them further.
- 2) If required the grievances of the students may be heard the students in person .
- 3) To counsel the students whenever necessary to resolve their grievances.
- 4) The committee shall make efforts to settle the disputes amicably.
- 5) To consider recommendations and suggestion in respect of reforms in the working of various sections/units/departments/cells of the College/Institution relating to the redress of grievances of students.
- 6) To prepare Minutes and Action Taken Report of the meeting of the committee
- 7) Grievances might include academic matters (such as grading disputes or academic misconduct), discrimination or harassment, financial disputes, or other concerns related to the college environment.
- 8) Minutes of the meeting is prepared with details regarding members present , decision taken and action plan.
- 9) Confidentiality of the student shall be maintained
- 10) In the college website, under 'contact us', the official email id of Principal & college is displayed for reference




Principal
SIES College of Arts, Science &
Commerce (Autonomous)
Sion (West), Mumbai - 400 022.

University of Mumbai

No. DSD/05/of 2019

Dr. Sunil Patil
I/c Director



Department of Students' Development
Vidyapeeth Vidyarthi Bhavan,
'B' Road, Churchgate
Mumbai - 400 020
Tel. No. 2204 28 59

CIRCULAR

To,
The Principals/Directors
of the Affiliated Colleges/Recognized Institutions
of the University of Mumbai

**Subject: Constitution of College Grievance Redressal Cell (CGRC)
as per maharaYT/ Saasana rajap~ AsaaQaarNa Baaga caar baÊ
AsaaQaarNa k`maaMk 67**

Sir/Madam,

As per directives received from the University Authorities, I am directed to inform your goodself that as per maharaYT/ Saasana rajap~ AsaaQaarNa Baaga caar baÊ AsaaQaarNa k`maaMk 67, dated February 27, 2019, each Affiliated College and Recognized Institution of the University of Mumbai has to constitute a **College Grievance Redressal Cell (CGRC)**. All grievances of students relating to College/Institution shall first be addressed to College Grievance Redressal Cell (CGRC) to be constituted at the level of College/Institution by following below given steps:

1. Affiliated College/Recognized Institution shall constitute College Grievance Redressal Cell (CGRC). The composition of CGRC shall be as follows:
 - a. Principal of the College or Head/Director of the Recognized Institution – **Chairperson**
 - b. One Senior Faculty Member Nominated by the Principal of the College or Head/Director of the Recognized Institution – **Member**
 - c. One Senior Faculty Member Nominated by the Principal of the College or Head/Director of the Recognized Institution – **Member Secretary**

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

2. Affiliated College/Recognized Institution shall create a Portal on their website where student shall register their grievances online with necessary documents.
3. Affiliated College/Recognized Institution shall upload the information of functioning of CGRC on the portal.
4. Affiliated College/Recognized Institution shall give wide publicity to College Grievance Redressal Cell (CGRC) among all students, teachers, administrative staff and non-teaching staff of their College/Institution through various means like, Website, Prospectus, Notices, Electronic Gadgets, etc.
5. The concerned student of the Affiliated College/Recognized Institution shall register his/her complaint on the portal available on the website of his/her College/Institution.


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6. The Member Secretary of CGRC shall maintain the documentation of the grievances of students who have registered their grievances on the portal of the College/Institution.
7. The Member Secretary shall prepare the Agenda for the meeting of the College Grievance Redressal Cell (CGRC) in consultation with the Chairperson and shall communicate to all members prior to the meeting.
8. The committee 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.
9. The Member Secretary shall convene meeting of College Grievance Redressal Cell (CGRC) in consultation with the Chairperson in order to redress the grievances registered on portal within 15 days of its receiving.
10. The Member Secretary shall prepare Minutes and Action Taken Report for College Grievance Redressal Cell (CGRC).
11. The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of CGRC on the portal.
12. The Member Secretary shall communicate the Minutes and Action Taken Report of each meetings of CGRC for the information to the Director, Students' Development, University of Mumbai by an email on **cgrc@mu.ac.in**
13. The Member Secretary will prepare Annual Report regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai by an email on **cgrc@mu.ac.in**
14. If the concerned student is not satisfied with the decision of the College Grievance Redressal Cell (CGRC) 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 desire to appeal on the decision given by CGRC 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.
15. The procedure and directives for functioning of College Grievance Redressal Cell (CGRC) are enclosed here for information and necessary action at your end.

Mumbai
May 14, 2019

Dr. Sunil Patil
I/c Director, DSD

True Copy


Principal

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