



## College Grievance Redressal Committee

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## Table of Contents

1. Importance.....	3
2. Purpose and objectives.....	3
3. Scope of the policy.....	4
4. Rules, guidelines and regulations relevant to this policy .....	4
5. Key aspects of policy .....	6
6. Committees for policy implementation .....	7
7. Impact of the policy on processes.....	7

## 1. Importance

A grievance redressal process is designed to give students and employees a fair, transparent, objective and defined system to raise and review serious issues and complaints.

A formal grievance procedure should support all stakeholders to raise concerns relating to a safe working environment without the fear of any negative repercussions. The knowledge that every related issue or problem will be taken seriously and handled fairly will help to bolster morale and maintain levels of productivity.

Having a structured grievance process in place should help grievance redressal committee to identify any unacceptable or unlawful gaps in their current approach to grievances, working in line with all stakeholders' contracts and helping to enforce the terms of contracts and create a holistic working and learning environment. Having an agreed and approved process will also help to protect the reputation of the college by avoiding the 'bad press' associated with a mishandled grievance

## 2. Purpose and objectives

- a) To understand the grievances of students, faculties, support staff (all stakeholders).
- b) To make available a mechanism to address grievances.
- c) To address the grievances of students and employees of the college except for the specific grievances for which there is a distinct grievance redressal mechanism specified under any other rule applicable to the college.

### 3. Scope of the policy

The redressal mechanism will help to cater to the needs of all stakeholders in a democratic and unbiased manner for the betterment of all.

The following will be eligible for redressal:

- a. Students who have enrolled in the college in the current academic year.
- b. Teaching staff who are on the college muster in the current academic year.
- c. Non-teaching staff who are employees of the college in the current academic year.

### 4. Rules, guidelines and regulations relevant to this policy

Since Mulund College of Commerce is a college which is affiliated to University of Mumbai, it has to comply with rule and regulations prescribed by the University from time to time.

This policy document has been prepared keeping in view various rules, guidelines and regulations that have a bearing on contents of this policy.

Non adherence to the rules and procedural aspects invite penal consequences after following the due process of law.

Further, the policy guidelines issued by PTVA, if any, to the extent applicable to this policy, are also followed in keeping with the general law of the land and University Guidelines.

#### **Circular of University of Mumbai for Constituting College Grievance Redressal Committee**

Circular dated 14<sup>th</sup> May 2019 sent in by University of Mumbai regarding the constitution of College Grievance Redressal Committee i.e. CGRC which includes role and functions of CGRC, role of chairperson, member secretary, meetings, quorum, action taken report, registration of grievance on the portal, disposal of application and

also amongst many elaborative procedural and substantive aspects, deals with the final annual report to be submitted by affiliated colleges to the university.

Following are some highlights of the requirements as per the circular:

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 students 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.

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 (ATR) 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 meeting of CGRC for information to the Director, Students' Development, University of Mumbai by an email on [cgrc@mu.ac.in](mailto: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](mailto: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 within 30 days to University Grievance Redressal Cell (UGRC) which comes under Department of Students' Development. The Member Secretary shall communicate this to all students who have registered their grievances on the portal. The student desirous 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](http://www.mu.ac.in) with all supporting documents within 30 days.

## 5. Key aspects of policy

- A fair opportunity shall be given to the parties involved in the grievance to present their side.
- The grievance should be redressed within 15 days of receiving it and shall be redressed strictly as per the university guidelines regarding the same.

- The grievances with insufficient/incomplete information shall not be entertained by CGRC.
- The grievance redressal mechanism and contact details should be published widely and conspicuously within college campus, prospectus and college website.
- The CGRC 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 CGRC shall meet once in every semester.
- If need be, the grievance committee chairperson can convene a meeting soon after receiving a grievance, if nature & urgency of grievance demands so.

## 6. Committees for policy implementation

The constitution of College Grievance Redressal Committee and its ongoing functioning would be in accordance with the Circular of University of Mumbai dated 14th May 2019, highlights of which are available in Section 4 above.

## 7. Impact of the policy on processes

The policy relates to process F3. Grievance Redressal. It will have its impact on the process of Examination, Attendance, Promotion and Progression of Women (G2), and Providing accessibility to disabled students (G3)