



Documentation for Criteria 5.1.3

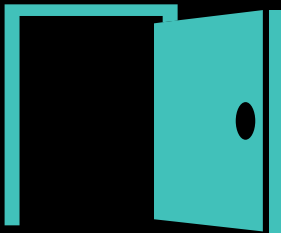
Institutional guidelines for students' grievance redressal

Principal

Chembur Sarvankash Shikshanshasthra
Mahavidyalaya
R.C. Marg, Chembur, Mumbai - 400 071.



**Chembur Education Society's
Chembur Sarvankash Shikshanshastra
Mahavidyalaya, Chembur**



Open Door

**Grievance
Redressal
Policy**

CSSM believes in a healthy and cordial workplace environment. While all our efforts are directed towards maintaining it, there can be some complaints, grievances that needs to be heard, attended and resolved.

We at CSSM follow a guideline given by University of Mumbai in framing the same. The Grievance redressal guidelines given by University of Mumbai and adopted by CSSM are as follows:

1. The Meetings of the CGRC:

The CGRC shall meet regularly as per the exigency and in order to redress the grievances registered in an online or offline mode within 15 days of its receipt. If there are no grievances, the CGRC shall meet once in every semester.

2. Decisions by Majority of the Meeting of CGRC:

All matters of any meeting of the CGRC 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.

3. Action taken report:

i) After the confirmation of the minutes, the member secretary shall report to the CGRC the Action Taken Report on the resolutions or decisions or directions given in the previous meetings of the CGRC.

ii) The member Secretary shall submit Action Taken Report on the meeting of CGRC to the Principal.

4. Nature of application to be entertained by the CGRC:

The grievances or common grievances of students related only to CSSM shall be considered by the CGRC.

The Member Secretary shall communicate the date, time and venue of the Meeting to the students who have registered their grievances with the help of the administrative staff.

The CGRC shall consider the case on the basis of the noting prepared by the Member Secretary.

5. Registration, Consideration, Processing and Recommendation of the Final action

- Any student desiring redressal of his grievance/s may register his/her grievance/s online or offline & must fill in all the information required along with supporting documents. However, grievance submitted in any other format will also be accepted by the grievance committee. The committee will reserve the right to deal with such application and may ask to submit necessary documents within the stipulated time.

- The CGRC 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.
- The concerned student/s or any other person or official who is concerned with the grievances of the student/s may be called during the meeting of the CGRC whenever necessary and they may be heard in person.
- The CGRC shall hear the all the concerned parties related to the complaint in person / individually / collectively whatever the requirement of the case by following principles of natural justice.

- Non-accepted applications shall be communicated to the student in writing by Member Secretary.
- Efforts shall be made to settle the grievances amicably after hearing all parties.
- Efforts shall be made to settle the grievances within 15 days of its receiving.
- The Member Secretary shall communicate a copy of Order/Decision/Resolution to the concerned person.

Sd/-

Principal

Sample Grievance form

Name of the complainant:

Email id:

Contact number :

Date :

State the nature of your grievance

Grievance is filed against (Clearly state name, designation etc. of the person/s if against an individual/s)

Action Taken by the committee(To be filled by the committee)

Signature

(Complainant may use this format to submit the grievance to the committee or click the link below.)

<https://forms.gle/EZdK46bNsKq4UsWq7>

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.

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

University of Mumbai
DEPARTMENT OF STUDENTS' DEVELOPMENT

**PROCEDURE AND DIRECTIVES FOR FUNCTIONING OF
COLLEGE GRIEVANCE REDRESSAL CELL (CGRC)**

A. Role and Functions of CGRC

The CGRC shall exercise the following role and perform the following functions, namely-

- 1) To receive the applications of the students from the portal available on the website of College / Institute 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 CGRC 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.
- 10) To consider and submit recommendations and suggestion in respect of reforms in the working of various sections/units/departments/cells of the College/Institution relating to the redressal of grievances of students.
- 11) To prepare Minutes and Action Taken Report of the meeting of CGRC and submit it to the Director, Students' Development, University of Mumbai.
- 12) To prepare Annual Report regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai.

B. Role of the Chairperson of CGRC

- 1) The Principal of Affiliated College or Head / Director of Recognized Institution shall be the Chairperson of CGRC. In absence of Principal / Head / Director, the Incharge of the College / Institution shall be the Chairperson of CGRC with prior permission of his/her Management/Higher Authorities.
- 2) The Chairperson shall finalize the date of meeting of CGRC in discussion with Member Secretary.
- 3) The Chairperson shall preside over the meeting of CGRC.

C. Role of the Member Secretary of CGRC

- 1) The Member Secretary shall be the Primary Officer of the CGRC. 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 CGRC 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 CGRC in consultation with the Chairperson in order to redress the grievances registered on portal within 15 days of its receiving.
- 4) He shall also attend the meetings and shall be responsible for maintaining a record of the minutes of the proceedings of the meetings.
- 5) He shall prepare Action Taken Report on the previous meeting of CGRC.
- 6) The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of CGRC on the portal.

- 7) 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**
- 8) The Member Secretary shall 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**
- 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 CGRC

- 1) 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.
- 2) The Member Secretary may directed by the Chairperson to convene a meeting of the CGRC at the place, date and time to be fixed in consultation with him/her.
- 3) Every meeting of the CGRC 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 CGRC may determine.
- 7) In case the grievance is against any of the members of the CGRC, 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 CGRC

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

F. Quorum of the Meeting of CGRC

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

G. Decisions by Majority of the Meeting of CGRC

All matters of any meeting of the CGRC 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 passed by the CGRC 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 CGRC 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 CGRC the Action Taken Report on the resolutions or decisions or directions given in the previous meetings of the CGRC.
- 2) The Member Secretary shall submit Action Taken Report on the meeting of CGRC 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 CGRC.
- 2) Every member shall sign the Attendance Sheet during every meeting.

K. Appearance before CGRC

The complainant student may appear in person. If he/she is incapable to attend / represent his/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 CGRC.

L. Language of Proceedings of Meetings of CGRC

Preferably Marathi language may be used in the proceedings of meetings of CGRC. The complainant student can request for any other language to the CGRC.

M. Nature of Applications to be Entertained by the CGRC

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

N. 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 CGRC.

O. 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 with the help of Administrative Staff of the Department / Institution.
- 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 CGRC as per the Agenda with all necessary documents given by the students during the meeting.
- 7) The CGRC 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.

P. Non-Entertainment of Application

- 1) No applications for redressal of grievances shall be entertained, if the CGRC 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 CGRC may recommend appropriate action against the complainant student.

Q. 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 CGRC prior to the meeting through an email and handover its hardcopies to all members of CGRC at the time of meeting.
- 2) The CGRC shall consider the case on the basis of the noting prepared by the Member Secretary.
- 3) The CGRC 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 CGRC shall hear the 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.

R. Consideration of Applications

- 1) Each member of the CGRC 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 student/s or any other person or teaching staff or administrative staff or non-teaching staff or official who is concerned with the grievances of the student/s may be called during the meeting of the CGRC whenever necessary and they may be heard in person.
- 4) If the CGRC 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 CGRC may formulate its recommendations on the Application.

S. 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 CGRC on top priority basis.

- 3) The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of CGRC on the portal.
- 4) If the CGRC comes to the conclusion that any of the employees/officials is involved in misconduct, they can recommend departmental enquiry against him/her.

T. Pursuing the Matter

- 1) The Chairman and Member Secretary shall keep in touch with the concerned sections/units/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 CGRC at the next meeting.
- 3) The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of CGRC on the portal.

U. Appeal on the Decisions

- 1) The student may prefer an appeal on the decision given by CGRC to University Grievance Redressal Cell (UGRC) within 30 days from the receipt of the decision of the CGRC.
- 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 CGRC.

V. Miscellaneous

a) Staff of the CGRC

The Principal/Head/Director shall assign one Administrative Staff (Junior Clerk) and Peon for working of CGRC.

b) Publicity

The Chairperson and Member Secretary of CGRC shall give due publicity to the functioning of the CGRC 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.

c) Powers to give Directions

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

W. Annual Report

The Member Secretary shall prepare Annual Report as per the format given below regarding working of the CGRC 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 Affiliated 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 Grievance 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:
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Name and Signature of the
Member Secretary

Seal of the College /
Institution

Name and Signature of the
Chairperson with Seal