

# 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.



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](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 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](http://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



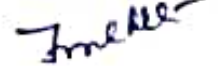
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PRINCIPAL  
SHRI RAJASTHANI SEVA SANGH  
SHRI ESHWARIDEVI DURGADUTT TIBREWALA LIONS JUHU  
College of Arts, Commerce & Science  
J. B. Nagar, Andheri (East),  
Mumbai - 400 059.  
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## STUDENT GRIEVANCE CELL REPORT 2019-20

There are no student grievance regarding sexual harassment and ragging during year 2019-20. Student grievance cell have created awareness among students with the help of Anti ragging Campaign. It has also taken measures to upload grievance forms on the college website so student can have easy access for the same. College also has grievance box situated in the location where students can reach.

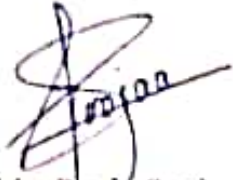
Dr. Trishla Mehta



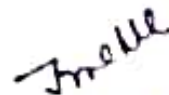
Principal



Dr. Nanda Indulkar



Ms. Pooja Soni



PRINCIPAL

SHRI RAJASTHANI SEVA SANGH

Smt. Pooja Soni SHRI RAJASTHANI SEVA SANGH

College of Arts, Commerce & Science

J. B. Nagar, Andheri (East),

Mumbai - 400 059

### Minutes of the meeting

Student grievance cell meeting was held on 12<sup>th</sup> July 2019 at 11am in Principal Cabin. Dr. Nanda Indulkar discussed the new guidelines issued by the University regarding Anti -ragging campaign as well as online grievance form. It was decided to put up posters of anti-ragging campaign in the college campus and make students aware of the same. It was decided to upload grievance form on the college website so students can easily download it.

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Principal

Dr. Nanda Indulkar

  
Ms. Pooja Soni

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**PRINCIPAL**

SHRI RAJASTHANI SEVA SANGH

Smt. Parmeshwaribai Dnyaneshwar Maharaj College of Arts, Commerce & Science  
J. B. Nagar, Andheri (East),  
Mumbai - 400 059



Shri Rajasthani Seva Sangh's  
Smt. Parmeshwaridevi Durgadutt Tibrewala Lions Juhu College of Arts,  
Commerce and Science

Anti-Ragging Awareness



*Trishu*

PRINCIPAL  
SHRI RAJASTHANI SEVA SANGH  
Smt. PARMESHWARIDEVI DURGADUTT TIBREWALA LIONS JUHU  
College of Arts, Commerce & Science  
J. B. Nagar, Andheri (East),  
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SHRI RAJASTHANI SEVA SANGH'S  
**Smt. Parmeshwaridevi Durgadutt Tibrewala Lions Juhu**  
**College of Arts, Commerce & Science**  
Affiliated to the University of Mumbai

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**NOTICE**

Date: 24/07/2017

This is for the notice of the entire students that our college has  
Grievance & Anti-Ragging Cell.

Grievance Box is installed near the College Office

*Trishla*  
Dr. Trishla Mehta  
PRINCIPAL

Sm/c data/notice for student

*Trishla*  
PRINCIPAL  
SHRI RAJASTHANI SEVA SANGH'S  
Smt. Parmeshwaridevi Durgadutt Tibrewala Lions Juhu  
College of Arts, Commerce & Science  
J. B. Nagar, Andheri (East),  
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