



Janardan Bhagat Shikshan Prasarak Sanstha's

**CHANGU KANA THAKUR
ARTS, COMMERCE AND SCIENCE COLLEGE, NEW PANVEL
(Autonomous)**

(Reaccredited 'A+' Grade by NAAC, 'College with Potential for Excellence' Status Awarded by UGC
& 'Best College Award' by University of Mumbai)

**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 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 if required.
- 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) The CGRC shall not discuss with any sub-judice grievances.
- 7) It shall make efforts to settle the disputes amicably.
- 8) To prepare and submit the recommendations relating to the redressal of grievances to the concerned parties.
- 9) To consider and submit recommendations and suggestion in respect of reforms in the working of various sections/units/departments/cells of the College relating to the redressal of grievances of students.
- 10) To prepare Minutes and Action Taken Report of the meeting of CGRC

B. Role of the Chairperson of CGRC

- 1) The Principal of College shall be the Chairperson of CGRC. In absence of Principal, the In-charge of the College shall be the Chairperson of CGRC with prior permission of Management.
- 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 through the website. He/She shall also attend the meetings and shall be responsible for maintaining a record of the minutes of the proceedings of the meetings.
- 4) He shall prepare Action Taken Report on the previous meeting of CGRC.
- 5) The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of CGRC on the portal.

D. Meetings of CGRC

- 1) The CGRC shall meet regularly as per the exigency in order to redress the grievances registered on portal. If there are no grievances, the CGRC shall meet once in every semester.
- 2) The Member Secretary may be 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) 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.
- 4) However, any non-receipt of notice by the members shall not invalidate the proceedings of the meeting.
- 5) 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.
- 6) 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.

E. Venue of the Meeting of CGRC

- 1) The Meeting of the CGRC 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 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.
- 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.

I. Action Taken Report

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.

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 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 the College.
- 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 College.
- 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 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.

