

Mahatma Education Society's  
**PILLAI HOC COLLEGE OF ARTS SCIENCE AND COMMERCE**  
**RASAYANI, RAIGAD**  
(NAAC Accredited and ISO 9001:2015 Certified )

Date : January 18, 2022

**MINUTES OF THE MEETING OF COLLEGE GRIEVANCE REDRESSAL CELL**

Meeting of the members of the College Grievance Redressal Cell (CGRC) was called to order by the Principal Dr. Lata Menon on January 10, 2022 at 3.00 p.m.

Venue : Principal's Conference Room

The following members were present for the meeting :

- |                       |                  |
|-----------------------|------------------|
| 1. Dr. Lata Menon     | Chairperson      |
| 2. Dr. Sapana Chilate | Member Secretary |
| 3. Mr. Sumeet Mhatre  | Member           |

The chairperson, Dr. Lata Menon welcomed all the present members. Member secretary read and confirmed the minutes of the previous meeting.

The directions given by the various statutory authorities regarding the Grievance Redressal Mechanism to be implemented in the institutes were discussed by all Cell members, who also recommended increasing awareness of the Cell among students during the admissions period.

Online web portal was checked regularly and no Grievances were received.

  
Principal

**MAHATMA EDUCATION SOCIETY'S  
PILLAI HOC COLLEGE OF ARTS, SCIENCE & COMMERCE  
RASAYANI**

(NAAC Accredited and ISO 9001:2015 Certified )

Date: January 6, 2022

**NOTICE**

All the members of the College Grievance Redressal Cell (CGRC) are hereby informed to attend a meeting which will be held on January 10, 2022 at 3.00 p.m on the following agenda in the Principal's conference room.

1. To read and confirm the minutes of the previous meeting held on June 14, 2021.
2. Discussion on complaints, if any, received from any student regarding admission, administrative, academic and other related subjects.
3. Points to improve the Grievance Redressal Mechanism.
4. Any other matter with the permission of the chair.

All the members are requested to attend the meeting.

  
Principal

Mahatma Education Society's  
**PILLAI HOC COLLEGE OF ARTS SCIENCE AND COMMERCE**  
**RASAYANI, RAIGAD**  
(NAAC Accredited and ISO 9001:2015 Certified )

Date : June 17, 2021

**MINUTES OF THE MEETING OF COLLEGE GRIEVANCE REDRESSAL CELL**

Meeting of the members of the College Grievance Redressal Cell (CGRC) was called to order by Principal Dr. Lata Menon on June 14, 2021 at 3.00 p.m.

The following members were present for the meeting :

- |                       |                  |
|-----------------------|------------------|
| 1. Dr. Lata Menon     | Chairperson      |
| 2. Dr. Sapana Chilate | Member Secretary |
| 3. Mr. Sumeet Mhatre  | Member           |

The chairperson, Dr. Lata Menon welcomed all the present members. Member secretary read and confirmed the minutes of the previous meeting.

The directions given by the various statutory authorities regarding the College Grievance Redressal Mechanism to be implemented in the institutes were discussed by all the Cell members, who also recommended increasing awareness of the Cell among students during the admissions period.

Dr. Sapana Chilate, Secretary of the Cell had informed that the Cell had not received any complaints from any students regarding admission or any administrative matter during this academic year.

  
Principal

**MAHATMA EDUCATION SOCIETY'S  
PILLAI HOC COLLEGE OF ARTS, SCIENCE & COMMERCE  
RASAYANI**

(NAAC Accredited and ISO 9001:2015 Certified )

Date: June 9, 2021

**NOTICE**

All the members of the College Grievance Redressal Cell are hereby informed to attend a meeting which will be held on June 14, 2021 at 3.00 p.m on the following agenda.

1. To read and confirm the minutes of the previous meeting.
2. To discuss complaints, if any, received from any student regarding admission, administrative, academic, prevention of unfair practices and other related issues.
3. Suggestions to improve the Grievance Redressal mechanism.
4. Any other matter with the permission of the chair.

All the members are requested to attend the meeting. The meeting will be held online through Google Meet.



Principal

**Mahatma Education Society's**  
**PILLAI HOC COLLEGE OF ARTS SCIENCE AND COMMERCE RASAYANI**  
(NAAC Accredited and ISO 9001:2015 Certified )

Date : June 7, 2021

**CONSTITUTION OF COLLEGE GRIEVANCE REDRESSAL CELL**

As per the circular **DSD/05/05 of 2019** dated May 14, 2019 issued by the University of Mumbai. The college has established the **College Grievance Redressal Cell (CGRC)** to provide a Mechanism for redressal of students' grievances and ensure transparency in admission, administration, academic, prevention of unfair practices and other related issues.

**The composition of CGRC is as follows:**

1	Dr. Lata Menon (Principal)	Chairperson
2	Mr. Sumeet Mhatre	Member
3	Dr. Sapana Chilate	Member Secretary

**Role and Functions of CGRC :**

**The CGRC shall exercise the following role and perform the following functions:**

13. To receive the applications of the students from the portal available on the website of College / Institute and process them further.
14. To attend all applications relating to the grievances of the students.
15. To entertain and consider the grievances of the students. It may hear the students in person by giving opportunities of hearing.
16. To hear all the concerned parties and settle grievances as early as possible.
17. To counsel the students whenever necessary to resolve their grievances.
18. To give advice to the students through correspondence.
19. The CGRC shall not discuss any sub-judice grievances.
20. It shall make efforts to settle the disputes amicably.
21. To prepare and submit the recommendations relating to the redressal of grievances to the concerned.
22. To consider and submit recommendations and suggestions 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.
23. To prepare Minutes and Action Taken Report of the meeting of CGRC and submit it to the Director, Students' Development, University of Mumbai.
24. To prepare Annual Report regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai.

*Lata Menon*  
Principal