

Ref:-PHCASC/CONSTITUTION/096/2024-25

Date: June 7, 2023

Constitution of Student Grievance Redressal Committee

As per the circular **DSD/05/05 of 2019** dated May 14, 2019 issued by the University of Mumbai. The college has established the **Student Grievance Redressal Cell SGRC** 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 SGRC is as follows:

1. Dr. Lata Menon (Principal)	Chairman
2. Mr. Sumeet Mhatre	Member
3. Dr. Sheeba Rajan	Member
4. Ms. Aditi Moholkar	Member
5. Mr. Sujith Babu	Member
6. Singh Ayush Viplav	Student Member (Special Invitee)

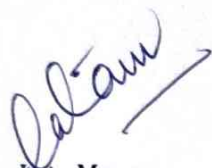
The tenure of all the members of SGRC is of two years from Academic Year 2023-24 to 2024-25.

Roles and Functions of SGRC:

The SGRC shall exercise the following role and perform the following functions:

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 SGRC shall not discuss 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 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.
11. To prepare Minutes and Action Taken Report of the meeting of SGRC and submit it to the Director, Students' Development, University of Mumbai.
12. To prepare Annual Report regarding working of the SGRC and submit it to the Director, Students' Development, University of Mumbai.



Dr. Lata Menon

Principal & Chairperson

Principal
Mahatma Education Society's
Pillai's HOC College of Arts,
Science and Commerce
HOC Educational Campus,
Rasayani, Tal. Chhalapur,
Dist. P.





Mahatma Education Society's
Pillai HOC College of Arts, Science and Commerce
Pillai HOCL Educational Campus, Rasayani
NAAC Accredited with A+ Grade in Cycle II
(ISO 9001: 2015 Certified)



Date: 02 January 2025

NOTICE

All the members of the Student Grievance Redressal Cell (SGRC) are hereby informed to attend a meeting which will be held on 03 January 2025 at 3.00 p.m.in the IQAC Room.

Agenda:

1. Review of previous minutes
2. Updates on current functioning of the Grievance Cell.
3. Action items
4. Any other Business
5. Next meeting date

All the members are requested to attend the meeting.

Dr. Lata Menon

Principal & Chairperson SGRC



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Date: 03 January 2025

Minutes of Meeting: Student Grievance Redressal Cell

Meeting of the members of the Student Grievance Redressal Cell (SGRC) was called to order by the Chairperson Dr. Lata Menon on 03 January 2025 at 3.00 p.m.

Venue: IQAC Room.

Attendees:

1.	Dr. Lata Menon (Principal)	Chairman
2.	Mr. Sumeet Mhatre	Member
3.	Dr. Sheeba Rajan	Member
4.	Ms. Aditi Moholkar	Member
5.	Mr. Sujith Babu	Member
6.	Singh Ayush Viplav	Student Member(Special Invitee)

Agenda:

1. Review of Previous Minutes
2. Updates on new Grievances Received
4. Action Items
5. Any Other Business
6. Next Meeting Date

Meeting Proceedings

1. Review of Previous Minutes:

The chairperson called the meeting to order and reviewed the minutes of the previous meeting. No corrections or amendments were suggested, and the minutes were approved as recorded.

2. Updates on current functioning of the Grievance Cell.

- Each member provided updates on the status of the grievances if any received or recorded from any student regarding admission, administrative, academic, prevention of

unfair practices and other related issues. It is informed that the Cell had not received any complaints from any students regarding admission or any administrative matter during this academic year. Online web portal was checked and no Grievances were received.

3. Action Items:

- Assigned members were tasked with investigating and addressing specific grievances according to their expertise and responsibilities.
- Deadlines were set for follow-up actions, and responsibilities were clearly assigned to ensure timely resolution.

4. Any Other Business:

A member raised a concern regarding the effectiveness of the current grievance redressal process. It was decided to conduct a review of the existing procedures and propose any necessary improvements in the next meeting.

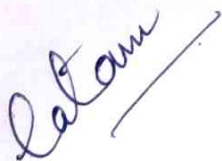
- Another member suggested organizing an awareness campaign to inform students and staff about the grievance cell's role and how to lodge complaints effectively.

5. Next Meeting Date:

- The date for the next meeting was scheduled for 02 July 2025

Meeting Adjournment:

The meeting was adjourned at 04:00 pm by the Chairperson.



Dr. Lata Menon

Principal & Chairperson, SGRC



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Date: June 26, 2024

NOTICE

All the members of the Student Grievance Redressal Cell (SGRC) are hereby informed to attend a meeting which will be held on June 28, 2024 at 3:00 p.m.

Venue: IQAC Room.

AGENDA

1. To read and confirm the minutes of the previous meeting.
2. To take cognizance of the grievances received from the students.
3. To discuss and evaluate the nature of the grievances.
4. To discuss and approve the methods of redressal and appropriate action to be taken in the matter.
5. Any other matter with the permission of the chair.

All the members are requested to attend the meeting.

Dr. Lata Menon

Principal & Chairperson, SGRC



June 28, 2024

STUDENT GRIEVANCE REDRESSAL CELL

MINUTES OF THE MEETING

Meeting of the members of the Student Grievance Redressal Cell (SGRC) was convened on June 28, 2024 at 3:00 p.m by Dr. Lata Menon Chairperson, SGRC.

Venue: IQAC Room

The following members were present for the meeting:

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|----|----------------------------|---------------------------------|
| 1. | Dr. Lata Menon (Principal) | Chairman |
| 2. | Mr. Sumeet Mhatre | Member |
| 3. | Dr. Sheeba Rajan | Member |
| 4. | Ms. Aditi Moholkar | Member |
| 5. | Mr. Sujith Babu | Member |
| 6. | Singh Ayush Viplav | Student Member(Special Invitee) |

The agenda for the discussion were as follows:

1. To read and confirm the minutes of the previous meeting.
2. To take cognizance of the grievances received from the students.
3. To discuss and approve the methods of redressal and appropriate action to be taken in the matter.
4. Any other matter with the permission of the chair.

Minutes:

Agenda 1. Mr. Sumeet Mhatre, read and confirmed the minutes of the previous meeting.

Agenda 2. There have been no instances of complaints or grievances registered.

Agenda 3&4. It was decided to communicate the mechanism of grievances redressal by the college Grievance and Redressal Cell to all the students through a comprehensive information link made available on the college website.

Dr. Lata Menon

Principal & Chairperson SGRC