

College Grievance Redressal Cell Policy (CGRC)

Vivekanand Education Society's
College of Pharmacy



Vivekanand Education Society's College of Pharmacy
Hashu Advani Complex, Collector Colony,
Chembur East, Mumbai 400074
Maharashtra, India



College Grievance Redressal Cell Policy

VES COLLEGE OF PHARMACY

Hashu Advani Memorial Complex, Behind Collector Colony, Chembur (E), Mumbai - 400 074

Sr. No.	Policy Title:	College Grievance Redressal Cell Policy (CGRC)
	Policy Number	VES/2019/02
1.	Purpose of the Policy	To redress the grievances of students by sorting out the problems promptly and judiciously that will result in pleasant and good work culture at the Vivekanand Education Society's College of Pharmacy.
2.	Scope of the Policy	To effectively resolve the grievances of the students
3.	Policy Applies to	Students
4.	Effective from the Date	1 st July 2019
5.	Approved by	Principal
6.	Reference for the policy	University of Mumbai circular number DSD/05 of 2019

A. The composition of CGRC shall be as follows:

- Principal of the College or Head/Director of the Recognized Institution -
Chairperson
- One Senior Faculty Member Nominated by the Principal of the College or Head/Director of the Recognized Institution- **Member**
- 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**.

Following are the Members of VES COP CGRC College Grievance Redressal Cell

S. No.	Member Name	Grievance Cell Designation	Contact No.
1	Dr Supriya Shidhaye	Chairperson	022 -61144144 Ext 209 supriya.shidhaye@ves.ac.in
2	Dr Mushtaque Sheikh	Member	022-61144144 Ext 236 mushtaque.shaikh@ves.ac.in
3	Mrs Vidhi Bhatia	Member Secretary	vidhi.bhatia@ves.ac.in 022 -61144144 Ext 224



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The student shall register his/her complaint under the link ves.edugrievance.com on the web site of our college.

B. Role and Functions of CGRC

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

- a. To receive the applications of the students from the portal available on the website of College / Institute and process them further.
- b. To attend all applications relating to the grievances of the students.
- c. To entertain and consider the grievances of the students. It may hear the students in person by giving opportunities of hearing.
- d. To hear all the concerned parties and settle grievances as early as possible.
- e. To counsel the students whenever necessary to resolve their grievances.
- f. To give advice to the students through correspondence.
- g. The CGRC shall not discuss with any sub-judice grievances.
- h. It shall make efforts to settle the disputes amicably.
- i. To prepare and submit the recommendations relating to the redressal of grievances to the concerned.
- j. 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.
- k. To prepare Minutes and Action Taken Report of the meeting of CGRC and submit it to the Director, Students' Development, University of Mumbai.
- l. To prepare Annual Report regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai.

C. Meetings of CGRC

- a. The CGRC shall meet regularly as per the exigency in order to redress the grievances registered on the portal within 15 days of its receiving. If there are no grievances, the CGRC shall meet once in every semester.
- b. 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.
- c. Every meeting of the CGRC shall be numbered serially.



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- d. 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.
- e. However, any non-receipt of notice by the members shall not invalidate the proceedings of the meeting.
- f. 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.
- g. 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 the choice to approach the (University Grievance Redressal Cell (UGRC) for the Redressal of his/her grievance.

D. Registration of Grievances on the Portal

- a. Any student desiring redressal of his grievance/s may register his/her grievance/s online on the portal available on the website of his/her College/Institution.
- b. The student shall fill all the information required for registration and upload the supporting documents.
- c. The grievances with insufficient/incomplete information shall not be entertained by CGRC.

E. Non-Entertainment of Application

- a. No applications for redressal of grievances shall be entertained, if the CGRC is satisfied that-
 - The applicant has knowingly made false statements or furnished false information as regards to place of residence, educational qualifications, etc.
 - In an application, there is no prima facie case for considering it.
 - The Application is frivolous or fictitious.
 - The matter is sub-judice in any court of law.
 - If there is gross delay.
 - Having regard to all the circumstances of the case, it is otherwise not reasonable to consider the application.
- b. In case of any false or frivolous complaint, the CGRC may recommend appropriate action



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against the complainant student.

F. 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.
- 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**

G. Nature of Applications to be Entertained by the CGRC

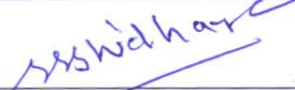
The grievances or common grievances of students related to College / Institution only shall be considered by the CGRC.

H. Registration of Grievances on the Portal

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- The student shall fill all the information required for registration and upload the supporting documents.
- The grievances with insufficient/incomplete information shall not be entertained by CGRC.

I. 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**.

APPROVED BY	
	Dr. Supriya Shidhaye Principal



Dr. (Mrs.) Supriya S. Shidhaye
PRINCIPAL
Vivekanand Education Society's
College of Pharmacy
HAMC, Behind Collector Colony,
Chembur, Mumbai - 400 074.