



॥ विद्या विनयेन शोभते ॥

Janardan Bhagat Shikshan Prasarak Sanstha's
**RAMSHETH THAKUR COLLEGE
OF COMMERCE & SCIENCE**

Plot no-1, Sector-33, Kharghar, Navi Mumbai – 410210
Affiliated to University of Mumbai

Estd. 2010-11

AY 2022-23

Grievance Redressal Policy

The Grievance Redressal shall be conducted as per the following Policy:

A. Role and functioning of Grievance Redressal Cell:

The GRC shall perform the following role and functions:

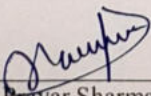
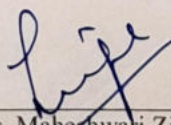
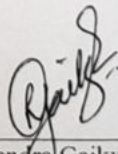
- To receive the complaints in writing from the students.
- To attend all applications relating to the grievance of the students.
- To counsel the students to resolve the grievances amicably.
- To prepare and submit the recommendations relating to the redressal of grievances to the concerned parties.
- To conduct the meetings and prepare the minutes and Action Taken Report of the meeting of the GRC.

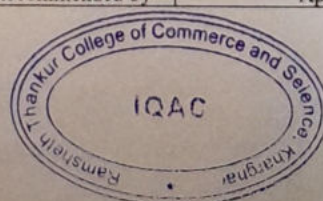
B. Role of Chairman of GRC

- The Principal of the College shall be the Chairman of the Grievance Redressal Cell.
- The Chairman shall preside over the meetings of the GRC.

C. Role of Convener of GRC

- The Convener shall be the Primary Officer of the GRC. He will be the custodian of all the accounts and records placed at the disposal of the Cell.
- The Convener shall convene the meetings of GRC in consultation with the Chairman in order to redress the grievances.

 Mr Pravar Sharma Convener, Grievance Redressal Cell (GRC)	 Mrs. Maheshwari Zirpe Co-ordinator IQAC	 Dr. Rupendra Gaikwad Principal, RTCCS
Prepared by	Reviewed/Recommended by	Approved by





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D. Meetings of GRC

- The GRC shall meet regularly in order to redress the grievances of the students.
- If there are no grievances, then the GRC shall meet once at the end of the Semester.

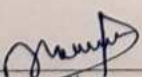
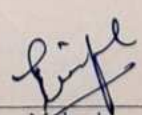
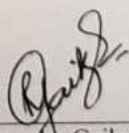
E. Nature of Applications to be entertained by GRC

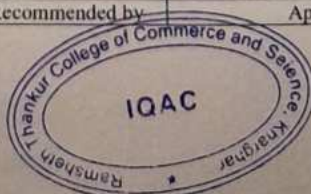
- The common grievances of the students related to College only shall be considered by the GRC.
- The students must file their complaints in writing in paper to the Grievance Redressal Cell.
- A Box marked as 'Grievance Box' is placed at the entrance of the Library. Any student may put their complaint with name, Class and date in the Grievance Box. Confidentiality and privacy of the student will be maintained.
- The complaints received in the Box will be attended within 3 working days.

F. Non-entertainment of Application

No complaint for redressal of grievance shall be entertained if the GRC is satisfied that:

- The applicant has knowingly made false statement and furnished false information.
- The complaint is frivolous, fictitious and prima facie there is no case for considering it.
- The matter is sub-judice in any court of law.

 Mr Pravar Sharma Convener, Grievance Redressal Cell (GRC)	 Mrs. Maheshwari Zirpe Co-ordinator IQAC	 Dr. Rupendra Gaikwad Principal, RTCCS
Prepared by	Reviewed/Recommended by	Approved by





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G. Appearance before the GRC

The complainant student may appear in person before the GRC. In case he/she is unable to attend in person, then parents or legal guardian may appear / present the case.

H. Processing of Applications

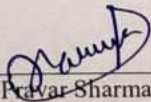
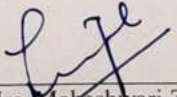
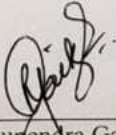
- The GRC shall deal with the case on the basis of the provisions of the Act, Rules, Regulations, Statutes, Ordinances, Circulars and Directions laid down by the UGC and University of Mumbai from time to time.
- The GRC shall hear all the concerned parties related to the complaint by following the principle of natural justice, equity and good conscience.
- Efforts shall be made to settle the grievances within 15 days of receiving the complaint.

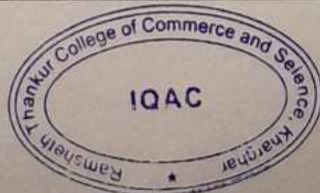
I. Language of Proceedings of GRC

All the proceedings of the GRC will be done preferably in English and Marathi language.

J. Recommendations for Final Action

- The Convener shall communicate the Order / Decision / Resolution to all the students whose grievances were addressed.
- The Chairman shall monitor the implementation of the Order / Decision / Resolution.

 Mr Pravar Sharma Convener, Grievance Redressal Cell (GRC)	 Mrs. Maheshwari Zirpe Co-ordinator IQAC	 Dr. Rupendra Gaikwad Principal, RTCCS
Prepared by	Reviewed/Recommended by	Approved by





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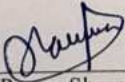


- If the GRC comes to the conclusion that any of the employee is involved in misconduct, they may recommend departmental enquiry against him/her.

K. Appeal on the Decisions

- The student may prefer an appeal on the decision given by the GRC to University Grievance Redressal Cell (UGRC) within 30 days from the receipt of the decision of GRC.
- The student may apply on the portal available on the website of University of Mumbai, www.mu.ac.in

L. Miscellaneous

- Publicity: The Chairman, Convener and members of the GRC shall give due publicity to the working of the GRC through various modes like College website, Prospectus, Notice Board and WhatsApp groups and social media.

 Mr Pravara Sharma Convener, Grievance Redressal Cell (GRC)	 Mrs. Maheshwari Zirpe Co-ordinator IQAC	 Dr. Rupendra Gaikwad Principal, RTCCS
Prepared by	Reviewed/Recommended by	Approved by





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Grievance Redressal Cell (GRC)

Standard Operating Procedure (SOP)





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AY 2023-24

Grievance Redressal Cell (GRC)

The grievance redressal cell is composed with the following members

Sr.no	Name	Designation	Position	Contact No.	Signature
1	Dr. Rupendra Gaikwad	Principal	Chairman	9423001141	
2	Dr..Reet Thule	Assistant Professor	Convener	9096007265	
3	Mr. Pravar Sharma	Assistant Professor	Member	9326803894	
4	Dr. Maheshwari Zirpe	Assistant Professor	Member	9769884544	
5	Mrs. Sneha Lokhande	Assistant Professor	Member	7709153833	
6	Mr.Vishal Deshmukh	Assistant Professor	Member	9359944107	



Prepared by	Reviewed / Recommended by	Approved by
Dr. Reet Thule Convener Students Grievance Cell	Dr. Maheshwari Zirpe Co-ordinator IQAC	Dr. Rupendra Gaikwad Principal Ramsheth Thakur College of Commerce and Science, Kharghar



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Estd. 2010-11

AY 2023-24

Date: - 29/11/2023

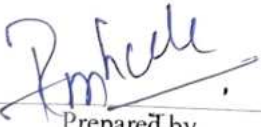


Grievance Redressal Cell (GRC)

This is to inform all the members of Grievance Redressal Cell that the meeting is scheduled on 30/11/2023 at 01.00 pm in Room no 305 to discuss on the following points: -

Agenda

1. To discuss and resolve the issue raised by the student.
2. Any other issue with the permission of the chair
4. Vote of Thanks.



 Prepared by	 Reviewed / Recommended by	 Approved by
Dr. Reet Thule Convener Students Grievance Cell	Dr. Maheshwari Zirpe Co-ordinator IQAC	Dr. Rupendra Gaikwad Principal Ramsheth Thakur College of Commerce and Science, Kharghar



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Estd. 2010-11

AY 2023-24

Date: - 30/11/2023

Grievance Redressal Cell (GRC)

The following members were present for grievance redressal cell meeting held on 30/11/2023

Sr.no	Name	Designation	Position	Contact No.	Signature
1	Dr. Reet Thule	Assistant Professor	Convener	9096007265	
2	Mr. Pravar Sharma	Assistant Professor	Member	9326803894	
3	Dr. Maheshwari Zirpe	Assistant Professor	Member	9769884544	
4	Mrs. Sneha Lokhande	Assistant Professor	Member	7709153833	
5	Mr. Vishal Deshmukh	Assistant Professor	Member	9359944107	



Prepared by	Reviewed / Recommended by	Approved by
Dr. Reet Thule Convener Students Grievance Cell	Dr. Maheshwari Zirpe Co-ordinator IQAC	Dr. Rupendra Gaikwad Principal Ramsheth Thakur College of Commerce and Science, Kharghar



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Estd. 2010-11

AY 2023-24

Date: - 02/12/2023

Grievance Redressal Cell (GRC)

Minutes of Meeting

Agenda no 1. To discuss and resolve the issue raised by the student

Discussion – There were two complaints raised by students.

One is an application from a girl student of FYBMS regarding the permission to wear the Niqab during the lectures and Exams.

Another is an application received from students of TYBAF regarding the complaint of one of the teaching faculty




Agenda no 2. Any other issue with the permission of the chair

Discussion – Wherever possible and looking after the nature and severity of the Grievances, Committee has decided to amicably resolve few grievances on the spot with mutual consent of both the parties.

Agenda no 3. Vote of Thanks.

Mrs. Sneha Lokhande Proposed Vote of thanks for the meeting.



		
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Dr. Reet Thule Convener Students Grievance Cell	Dr. Maheshwari Zirpe Co-ordinator IQAC	Dr. Rupendra Gaikwad Principal Ramsheth Thakur College of Commerce and Science, Kharghar



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Estd. 2010-11

AY 2023-24

Date: - 09/12/2023

Grievance Redressal Cell (GRC)

Action Taken Report

Background -

1. An application from a girl student of FYBMS regarding the permission to wear the Niqab during the lectures and Exams.

The said application was forwarded to Principal sir for further guidance. On reading the application, Hon. Principal has allowed the same during the lectures but during the examination, they are not allowed to do so.

2. Another is an application received from students of TYBAF regarding the complaint of one of the teaching faculty.

The said application was forwarded to Principal sir, who had further called the concerned faculty and guided for further improvements.



Prepared by

Dr. Reet Thule
Convener
Students Grievance Cell

Reviewed / Recommended by

Dr. Maheshwari Zirpe
Co-ordinator
IQAC

Approved by

Dr. Rupendra Gaikwad
Principal
Ramsheth Thakur College of
Commerce and Science, Kharghar



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Estd. 2010-11

AY 2023-24

Date: - 23/10/2023

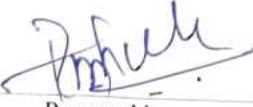


Grievance Redressal Cell (GRC)

This is to inform all the members of Grievance Redressal Cell that the meeting is scheduled on 25/10/2023 at 12.30 pm in Room no 306 to discuss on the following points: -

Agenda

1. To discuss and resolve the issue raised by the student.
2. Any other issue with the permission of the chair
4. Vote of Thanks.



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Dr. Reet Thule Convener Students Grievance Cell	Dr. Maheshwari Zirpe Co-ordinator IQAC	Dr. Rupendra Gaikwad Principal Ramsheth Thakur College of Commerce and Science, Kharghar



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AY 2023-24

Date: - 25/10/2023

Grievance Redressal Cell (GRC)

The following members were present for grievance redressal cell meeting held on 25/10/2023

Sr.no	Name	Designation	Position	Contact No.	Signature
1	Dr..Reet Thule	Assistant Professor	Convener	9096007265	
2	Mr. Pravar Sharma	Assistant Professor	Member	9326803894	
3	Dr. Maheshwari Zirpe	Assistant Professor	Member	9769884544	
4	Mrs. Sneha Lokhande	Assistant Professor	Member	7709153833	
5	Mr.Vishal Deshmukh	Assistant Professor	Member	9359944107	



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Dr. Reet Thule Convener Students Grievance Cell	Dr. Maheshwari Zirpe Co-ordinator IQAC	Dr. Rupendra Gaikwad Principal Ramsheth Thakur College of Commerce and Science, Kharghar



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Estd. 2010-11

AY 2023-24

Date: - 28/10/2023

Grievance Redressal Cell (GRC)

Minutes of Meeting

Agenda no 1. To discuss and resolve the issue raised by the student

Discussion – There were two complaints raised by students.

One is an application from First Year Accounting and Finance Students' regarding the complaint of One Faculty. The committee members had decided to bring this issue into the notice of Principal.

Another is an application received from TYIT Students' regarding the non-availability of Books in the library for few subjects.

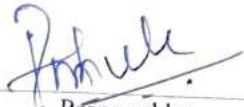


Agenda no 2. Any other issue with the permission of the chair

Discussion – Wherever possible and looking after the nature and severity of the Grievances, Committee has decided to amicably resolve few grievances on the spot with mutual consent of both the parties.

Agenda no 3. Vote of Thanks.

Mrs. Sneha Lokhande Proposed Vote of thanks for the meeting.



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Dr. Reet Thule Convener Students Grievance Cell	Dr. Maheshwari Zirpe Co-ordinator IQAC	Dr. Rupendra Gaikwad Principal Ramsheth Thakur College of Commerce and Science, Kharghar



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Estd. 2010-11

AY 2023-24

Date: - 31/10/2023

Grievance Redressal Cell (GRC)

Action Taken Report

Background -

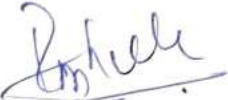
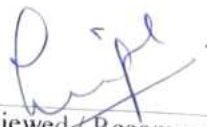

1. An application from First Year Accounting and Finance Students' regarding the complaint of One Faculty.

The said application was forwarded to Principal sir, who had further called the concerned faculty and guided for further improvements.

2. An application received from TYIT Students' regarding the non-availability of Books in the library for few subjects.

Few subjects' books of a particular publication were unavailable in the library. As a quick and temporary solution, other publication books of the subjects demanded were provided to students and resolved the grievances for the time being. Later, it was planned to make available the books of the same publisher



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Date: - 12/09/2023

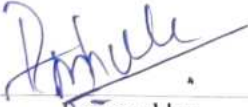


Grievance Redressal Cell (GRC)

This is to inform all the members of Grievance Redressal Cell that the meeting is scheduled on 12/09/2023 at 2.00 pm in Room no 306 to discuss on the following points: -

Agenda

1. To discuss and resolve the issue raised by the student.
2. Any other issue with the permission of the chair
4. Vote of Thanks.



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Dr. Reet Thule Convener Students Grievance Cell	Dr. Maheshwari Zirpe Co-ordinator IQAC	Dr. Rupendra Gaikwad Principal Ramsheth Thakur College of Commerce and Science, Kharghar



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Date: - 12/09/2023

Grievance Redressal Cell (GRC)

The following members were present for grievance redressal cell meeting held on 12/09/2023

Sr.no	Name	Designation	Position	Contact No.	Signature
1	Dr..Reet Thule	Assistant Professor	Convener	9096007265	
2	Mr. Pravar Sharma	Assistant Professor	Member	9326803894	
3	Dr. Maheshwari Zirpe	Assistant Professor	Member	9769884544	
4	Mrs. Sneha Lokhande	Assistant Professor	Member	7709153833	
5	Mr.Vishal Deshmukh	Assistant Professor	Member	9359944107	



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Estd. 2010-11

AY 2023-24

Date: - 14/09/2023

Grievance Redressal Cell (GRC)

Minutes of Meeting

Agenda no 1. To discuss and resolve the issue raised by the student

Discussion – An application from a student named Sahil Padekar from First Year IT was received and he has raised a Grievance of his bike being mishandled in the parking area.

Agenda no 2. Any other issue with the permission of the chair

Discussion – Committee has requested higher authority to install few CCTV Cameras in the parking area to have accountability.

Agenda no 3. Vote of Thanks.

Mr. Vishal Deshmukh Proposed Vote of thanks for the meeting.



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Estd. 2010-11

AY 2023-24

Date :- 15/09/2023

Grievance Redressal Cell (GRC)

Action Taken Report

Background - An application from a student named Sahil Padekar from First Year IT was received and he has raised a Grievance of his bike being mishandled in the parking area.

The said application was forwarded to Principal sir, who had asked Mr. Anant Sawant to enquire from the security guard about the same and to get the follow-up. After discussion with the security guard, we, the Committee members were informed that many students bring their vehicles inside the college campus in the parking area and perform stunts which is injurious. It was further instructed that no student will bring their vehicles inside the college campus. They need to park them outside the gate.



[Signature]

[Signature]

[Signature]

Prepared by

Reviewed / Recommended by

Approved by

Dr. Reet Thule
Convener
Students Grievance Cell

Dr. Maheshwari Zirpe
Co-ordinator
IQAC

Dr. Rupendra Gaikwad
Principal
Ramsheth Thakur College of
Commerce and Science, Kharghar



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ISO 9001:2015 & 14001:2015 Certified

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Estd. 2010-11

AY 2023-24

Date: - 30/08/2023

Grievance Redressal Cell (GRC)

This is to inform all the members of Grievance Redressal Cell that the meeting is scheduled on 01/09/2023 at 2.00 pm in Room no 312 to discuss on the following points: -

Agenda

1. To discuss the mechanism for handling the grievances
2. To discuss the issues faced by Bsc Students.
3. Any other issue with the permission of the chair
4. Vote of Thanks.



		
Prepared by	Reviewed / Recommended by	Approved by
Dr. Reet Thule Convener Students Grievance Cell	Dr. Maheshwari Zirpe Co-ordinator IQAC	Dr. Rupendra Gaikwad Principal Ramsheth Thakur College of Commerce and Science, Kharghar



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Estd. 2010-11

AY 2023-24

Date: - 01/09/2023

Grievance Redressal Cell (GRC)

The following members were present for grievance redressal cell meeting held on 01/09/2023

Sr.no	Name	Designation	Position	Contact No.	Signature
1	Dr..Reet Thule	Assistant Professor	Convener	9096007265	
2	Mr. Pravar Sharma	Assistant Professor	Member	9326803894	
3	Dr. Maheshwari Zirpe	Assistant Professor	Member	9769884544	
4	Mrs. Sneha Lokhande	Assistant Professor	Member	7709153833	
5	Mr. Vishal Deshmukh	Assistant Professor	Member	9359944107	



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Estd. 2010-11

AY 2023-24

Date: - 04/09/2023

Grievance Redressal Cell (GRC)

Minutes of Meeting

Agenda no 1. To discuss the mechanism for handling the grievances

Discussion – The members unanimously decided to follow the standard grievance handling mechanism wherein the student has to raise the said grievance/ complaint with the Mentor/ Class teacher or Head of the Department. After receiving the complaint, the Committee members of Grievance Redressal Cell (GRC) will conduct the hearing of all the concerned stakeholders and resolve the grievance within 7 Working days.

Agenda no 2. To discuss the issues faced by Bsc Students.

Discussion – An application from BSc. Students was received by the class teacher and was forwarded to the Grievance Redressal cell. The application was regarding the various issues faced by them which included Cleanliness of washroom, in sufficient or no water supply in washrooms, electricity or power cut offs in washrooms and non-availability of black board in the class.

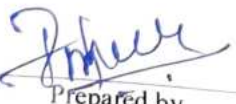


Agenda no 3. Any other issue with the permission of the chair

Discussion – Committee has unanimously decided to meet as and when any Grievance is raised. Depending on the severity of the issue, the frequency of the meeting may vary.

Agenda no 4. Vote of Thanks.

Mr. Pravara Sharma Proposed Vote of thanks for the meeting



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Estd. 2010-11

AY 2023-24

Date :- 04/09/2023

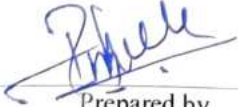
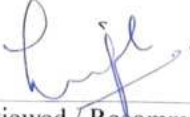

Grievance Redressal Cell (GRC)

Action Taken Report

The application received from Bsc students was signed by 26 students from Traditional Bsc. Stream. They were facing several issues which they had mentioned in the application. The Washroom related issues were brought into the notice of the administrative office and it was further communicated to the housekeeping section. All the issues were also been brought into the notice of the Principal.

The Housekeeping staff were instructed to look into the matter and do the needful from the immediate effect. Also the black board was made available in Room no 206 (the classroom of the students who raised the complaint within 3 days after receiving the grievance. The board was temporarily removed from the Class room no 206 due to some infrastructural upgradation.



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