



JNAN VIKAS MANDAL'S
Mohanlal Raichand Mehta College of Commerce
Diwali Maa College of Science
Amritlal Raichand Mehta College of Arts
Dr. R.T. Doshi College of Computer Science

(Linguistic Minority - Kannada)
Plot no.9, Sector -19, Airoli, Navi Mumbai – 400 708
Affiliated to University of Mumbai
(Permanently Unaided College)
NAAC Re-Accredited Grade 'A' (CGPA – 3.33) (2nd Cycle)

College Grievance Redressal Cell (CGRC)

Objectives:

- To facilitate quick disposal of the grievances of the learners and other stakeholders following the principle of natural justice, ensuring confidentiality and enabling a fair mechanism of resolution of grievances.
- To hear all the parties and settle the grievances as early as possible.
- To consider and submit recommendations and suggestions in respect of reforms in working of various sections/units/departments of the college relating to the redressal of grievances of students.

Composition of College Grievance Redressal Cell

Sr. No.	Name	Member Position	Phone no.
1.	Dr. Leena Sarkar	Chairperson	022-20871470
2.	Asst. Prof. Sandhya Patil	Member Secretary	8369702883
3.	Asst. Prof. Kishor Chauhan	Member	9930006006
4.	Asst. Prof. Shubhangi Deotale	Member	9224347501
5.	Asst. Prof. Archana Sanap	Member	9867662404
6.	Asst. Prof. Nishant Bist	Member	7977469300

Important Link:

https://grievance.mu.ac.in/main_circulars/guidelines_for_cgrc.pdf



JNAN VIKAS MANDAL'S Degree College
Amratlal Raichand Mehta Degree College of Arts
DiwaliMaa Degree College of Science
Mohanlal Raichand Mehta College of Commerce
Padmashree(Dr.) R.T. Doshi Degree College of Computer Science
Plot no.9, Sector -19, Airoli Navi Mumbai

Standard Operating Procedure (SOP)
of
Students Grievance Redressal Mechanism

1) Composition of Committee

a) Chairperson:

Dr. Leena Sarkar
Principal, JVM's Mehta College
Contact Number – 022-20871470
E-mail – jvmprincipal@jnanvikasmandal.com

b) Members

- 1) Asst. Prof. Kishor Chauhan
Coordinator of Department of BBI & BAF
E- mail- kishor.chauhan@jnanvikasmandal.com
Mobile number-9930006006
- 2) Asst. Prof. Shubhangi Deotale
Faculty, Department of Mathematics
E-mail- shubhangi.deotale@jnanvikasmandal.com
Mobile number-9224347501
- 3) Asst. Prof Archana Sanap
Incharge, Department of Information Technology
E- mail - archana.sanap@jnanvikasmandal.com
Mobile number - 9867662404
- 4) Asst. Prof. Nishant Bist
Faculty, Department of Physics
E- mail-bist.nishant@jnanvikasmandal.com
Mobile number -7977469300

c) Member Secretary
Asst. Prof. Sandhya Patil
Faculty, Department of Chemistry
Mobile Number – 8369702883
E mail- sandhya.patil@jnanvikasmandal.com

- 2) Name of the Officer to whom complaint has to be submitted
Asst. Prof. Sandhya Suraj Patil
- 3) Time and Place where the complaints can be given-
In offline mode the complaints can be given in suggestion boxes provided on different floors in college campus and in online mode the complaints can be given in Google Form circulated by College Grievance Redressal Cell.
- 4) Email address and phone number for Contact
sandhya.patil@jnanvikasmandal.com
Mobile Number- 8369702883
- 5) Complaint form:

Application for Redressal of Grievance/s to CGRC
To,
The Chairman,
College Grievance Redressal Cell (CGRC)

Subject: Application of Redressal of Grievances
Respected Madam,

I/ We am/ are hereby forwarding my/ our application for Redressal of Grievance/s.
Kindly accept it and do the further processing. My/ our personal details and particulars about my/ our Grievances are as follows

1	First Name of the student	
2	Middle Name of the student	
3	Last Name of the student	
4	Department	
5	Residential address of the student	

6	Permanent address of the student	
7	Email ID of the student	
8	Mobile number of the student	
9	WhatsApp number of the student	
10	Landline number of the student (If any)	
11	Stream	Science Computer Science and Information Technology Commerce Management Arts
12	Program of Study	U.G P.G Ph.D. Others (Please specify)
13	Class	F.Y S.Y T.Y P.G (Part I) P.G (Part II)
14	Semester	I II III IV V VI
15	Roll No.	
16	PRN	
17	P.G./ Ph. D/ Registration number	
18	Name of the Teacher/s / Officer/s /Staff /Section/s /Department/s/ against whom the complaint is to be lodged	

19	Nature of Grievance/s in which Redressal is sought	Write Upload Word/ Pdf File
20	List of supporting documents attached herewith	Upload Word/ Pdf File/s

Declaration from the Student/s

I / we hereby declare that the above information furnished by me/ us is true to the best of my/ our knowledge. In case if it is turned false I / we am/are personally responsible for the punishment.

Date:

Place:

Signature of the Student/s

(Upload digital signature)

6) List of supporting documents required:

Identity Card of Complainant

List of witnesses and their statement

7) Grievance Redressal Procedure

- i) Aggrieved student needs to submit a hard copy of grievance in either suggestion box or to Member Secretary or Principal.
- ii) Students can give grievances in the google form circulated by College Grievance Redressal Cell time to time.
- iii) The College Grievance Redressal Cell shall fix a date for hearing the grievance which shall be communicated to the institution head.
- iv) An aggrieved student may appear in person or may authorize a representative to present the case.
- v) All the grievances received are discussed and redressed in the meeting.
- vi) If the student is not able to attend meeting, then he/she is informed about the redressal by phone call or mail by the Member Secretary.
- vii) The record of minutes of meeting and the yearly report is maintained by the Member Secretary.