



**JOGESHWARI EDUCATION SOCIETY'S**  
**COLLEGE OF COMMERCE SCIENCE & INFORMATION TECHNOLOGY**  
(AFFILIATED TO UNIVERSITY OF MUMBAI)

JES Education Complex, Caves Road, Arvind Gandbhir Campus, Jogeshwari (East), Mumbai - 400 060.  
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## Grievance Policy

### **A. UNIVERSITY GRANTS COMMISSION (REDRESSAL OF GRIEVANCES OF STUDENTS) REGULATIONS, 2023**

#### **1. SHORT TITLE, APPLICATION, AND COMMENCEMENT:**

- The regulations applicable are called as the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.
- They shall apply to all higher education institutions, whether established or incorporated by or under a Central Act or a State Act, and every institution recognized by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a University declared as such under Section 3 therein and to all higher education institutions affiliated to a University.
- They shall come into force from the date of their publication in the Official Gazetted dated 11<sup>th</sup> April, 2023.

#### **2. OBJECTIVE**

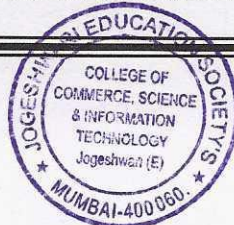
To provide opportunities for redressal of certain grievances of students already enrolled in the institution.

#### **3. DEFINITION:**

As per University Grants Commission (Redressal of Grievances of Students) Regulations, 2023

(1) In these regulations, unless the context otherwise requires-

- "Act" means the University Grants Commission Act, 1956 (3 of 1956);
- "aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- "college" means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.
- "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.
- "declared admission policy" means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution.
- "grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:
  - admission contrary to merit determined in accordance with the declared admission policy of the institution;
  - irregularity in the process under the declared admission policy of the institution;
  - refusal to admit in accordance with the declared admission policy of the institution;
  - non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
  - publication by the institution of any information in the prospectus, which is false or



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misleading, and not based on facts;

- vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
  - vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
  - viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
  - ix. non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
  - x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
  - xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
  - xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
  - xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time;
  - xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
  - xv. denial of quality education as promised at the time of admission or required to be provided;
  - xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;
  - xvii. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
  - xviii. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.
- (g) "Institution" means a university as defined in sub-section (f) of Section 2 of the UGC Act, an institution declared as institution deemed to be university under Section 3 of the Act, and a college as defined under section 12A (1) (b) of the University Grants Commission Act, 1956.
- (h) "Ombudsperson" means the Ombudsperson appointed under these regulations;
- (i) "Prospectus" means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;
- (j) "Student" means a person enrolled, or seeking admission to be enrolled, in any institution, to which these regulations apply, through any mode i.e., Formal / Open and Distance Learning (ODL) / Online;
- (k) "Students' Grievance Redressal Committee (SGRC)" means a committee constituted under these regulations, at the level of an institution; and
- (l) "University" means a University so defined in clause (f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under Section 3 thereof.

(2) Words and expressions used and not defined in these regulations but defined in the University Grants Commission Act, 1956 shall have the same meanings as respectively assigned to them in the Act.



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## B. GRIEVANCE REDRESSAL MECHANISM:

College has formed all the committees that are required to address the grievances received from the students. The students are encouraged to report their grievances without any fear of being victimized. So that a harmonious educational atmosphere is maintained in the college.

### Mechanism

JES college has constituted a Grievance and Redressal Cell as per UGC Grievance Redressal regulation.

This cell works towards resolving the complaints lodged by any student, teaching and non-teaching staff. The Grievance Redressal Cell (GRC) is also empowered to investigate the matters of harassment. Anyone with a genuine grievance may approach to the principal or members of GRC. In case the student is unwilling to appear in person, written grievance may be dropped in the 'Grievance Box' situated in the corridor area of the college on second floor. Grievance Form is available in the college office and is also uploaded on the college website.

College has requested students to note that making a complaint is serious and therefore, they are to use this power in a responsible manner. At the same time, the college assures students that once a complaint is made, it will be treated with sensitivity and confidentiality.

The college has constituted Internal Complaint Committee, Grievance Redressal cell, Anti-Ragging cell, Anti-Discrimination cell, Right to Information cell. The Anti Ragging cell conduct surprise visit to the classes in the campus to check the possibility of ragging. There are no registered or reported cases with our institution for sexual harassment. However, our own institution conducts lecture by professionals every year to create awareness amongst the students. The college has displayed posters at prominent places at the college entrance and on notice board as the zero- tolerance policy.

A student representative (Ombudsman) must assist the students in presenting their case along with the guidance of the members of the committee members. Committee also must counsel the students whenever required to resolve their grievances and give recommendations for the concern matter.

The committee must resolve the grievance of the complainant student within seven working days. A register is maintained where all the details of grievances received and resolved is recorded. An opportunity of hearing is given to all the concerned parties and principles of natural justice are followed. Students at the college are advised to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.

Steps are taken to see that students must refrain from inciting students against other students, teachers and college administration. They should uphold the dignity of the College by ensuring strife free atmosphere in the college through promoting cordial student-student relationship and student-teacher relationship.



*P. Shela*

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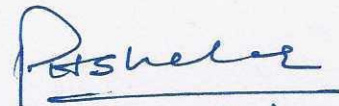
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### **C.ROLE AND FUNCTIONS OF COLLEGE GRIEVANCE REDRESSAL CELL (CGRC)**

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

- To receive the applications of the students, teaching and non – teaching staff and process them further.
- To attend to all the applications relating to the grievances.
- To hear all the concerned parties and settle grievances as early as possible.
- To counsel the students and faculty whenever necessary to resolve their grievances.
- The CGRC shall not discuss any subjective grievances.
- It shall make efforts to settle the disputes amicably.
- To prepare and submit the recommendations relating to the redressal of grievances.
- 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.
- To prepare Minutes and Action Taken Report of the meeting of CGRC and submit it to the Director, Students' Development, University of Mumbai.
- To prepare Annual Report regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai.





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## D. COMPOSITION OF COLLEGE GRIEVANCE REDRESSAL CELL

(ACADEMIC YEAR – 2023 -2024)

- a) Principal of the college- Chairperson.
- b) Two Senior Members of the teaching faculty to be nominated by the principal- Members.
- c) A Representative from among students at the college to be nominated by the
  - (i) Principal based on academic merit/excellence in sports/performance in co-curricular activities- Special Invitee.
  - (ii) The term of the members and the Special Invitee shall be two years.
  - (iii) The quorum for the meeting including the Chairperson, but excluding the Special Invitee, shall be three.
  - (iv) In considering the grievances before it, the CGRC shall follow principles of natural justice.
  - (v) The CGRC shall send its report with recommendations, if any, to the Vice- Chancellor of the affiliating University and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the compliant.

### College Grievance Redressal Cell

Sr. No.	Name of the Faculty	Designation	Position
1.	Dr. Prashant Shelar	Principal	Chairman
1.	Mrs. Radhika Rao	Assistant Professor, Supervisor.	Convener
2.	Ms. Vaishali Trivedi	Assistant Professor	Member
3.	Ms. Payal Satunda	Student	Student
4.	Mr. Kiran Kamat	Jt. Hon. Secretary	Management Representative
5.	Ms. Riddhi Parikh	Assistant Professor of Law	Member/ Grievance Redressal Officer



*Prashant Shelar*

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# **JES College of Commerce Science & Information Technology**

## **RULES / PROCEDURES OF CGRC**

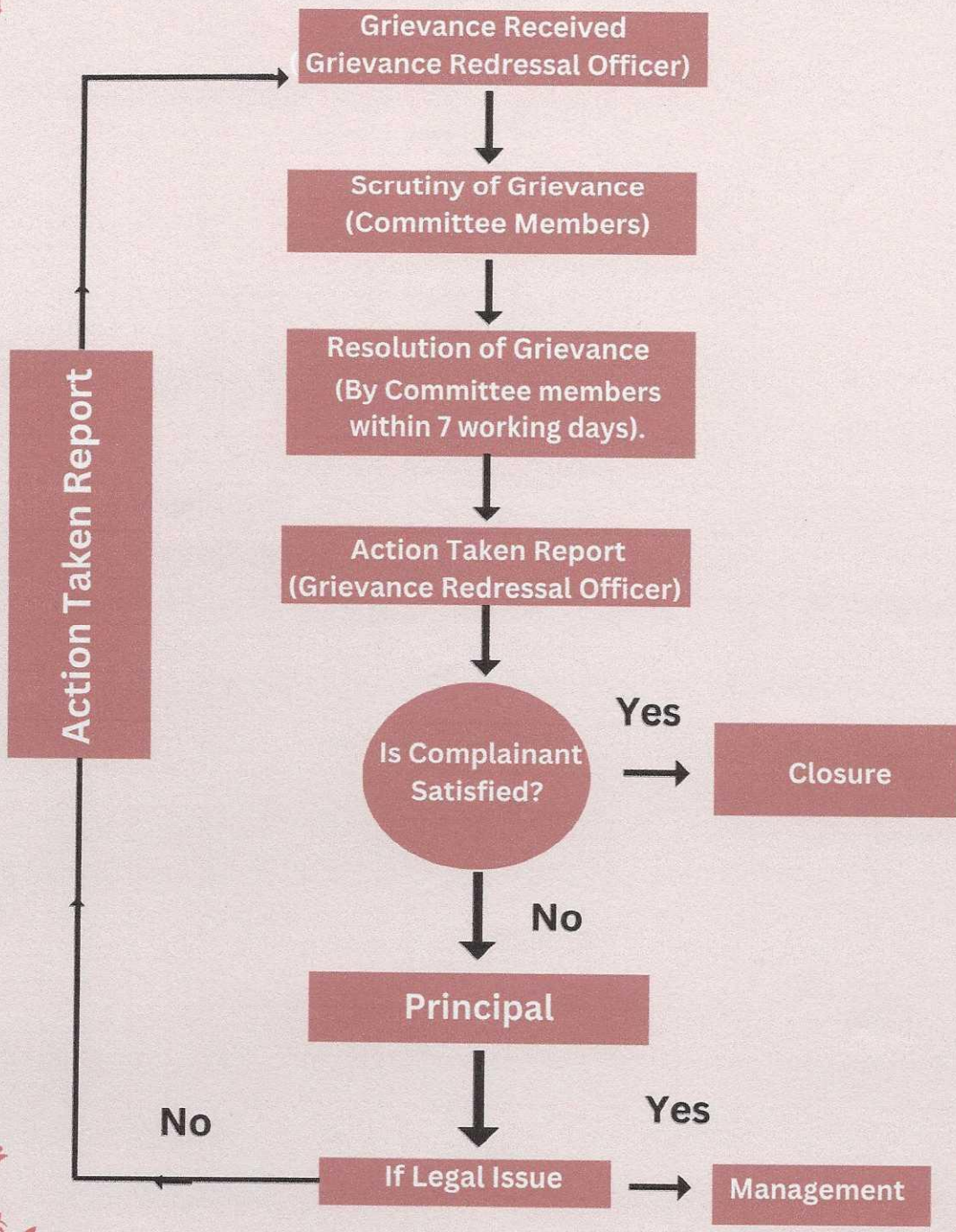
- The committee will deal with all the genuine grievances of learners, teaching and non teaching staff of the college.
- The grievance box will be opened every Saturday and on receipt of grievance the meeting of the committee will be called.
- The grievance can be submitted either in grievance form or written application can be made.
- The Grievance form is available with Ms. Jasmin Jadhav in college office.
- A box marked 'Grievance Box' is placed on the second floor (outside the staff room).
- Any Complainant can put in their case/concern with personal details in the grievance box. Confidentiality and privacy will be maintained.



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# Steps of Grievances Handling



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## COLLEGE GRIEVANCE REDRESSAL CELL (CGRC)

### GRIEVANCE FORM

First Name \_\_\_\_\_ Middle Name \_\_\_\_\_ Last  
Name \_\_\_\_\_ Course \_\_\_\_\_ Semester \_\_\_\_\_  
Class \_\_\_\_\_ Division \_\_\_\_\_ Roll No. \_\_\_\_\_ PRN No. \_\_\_\_\_ Student  
Id \_\_\_\_\_ Mobile No \_\_\_\_\_

Email-Id \_\_\_\_\_ Date of Event occurred \_\_\_\_\_

Residential Address  
\_\_\_\_\_  
\_\_\_\_\_

Name of Teacher/s/Officer/s/Staff/Section/s/Departments against whom the complaint is to be lodged \_\_\_\_\_

Nature of grievance/s in which redressal is sought (Write):-  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_ Declaration of Student/Complainant 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 Complainant

Note: -

1. Attach the supporting documents, if any.
2. No incomplete / Anonymous Grievance will be entertained.
3. Complete form must be dropped in the Marked "Grievance Box"
4. The complainant will be called for inquiry in front of the CGRC Committee.



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