



MAHATMA GANDHI MISSION'S
COLLEGE OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY
MGM Educational Campus, Plot No. 1 & 2, Sector-1, Kamothe, Navi Mumbai - 410209.
Tel.No.:- 022-27433006

Students' Grievance Cell

Introduction

The Student's Grievance Cell desires to promote and maintain a conducive and unprejudiced educational environment. The objectives of Students Grievance Cell include the following:

- i. To support, those students who have been deprived of the services offered by the College, for which he/she is entitled.
- ii. To make officials of the College responsive, accountable and courteous in dealing with the students.
- iii. To ensure effective solution to the student's grievances with an impartial and fair approach.

The Cell enables a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College. 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".

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Functions

1. Redressal of Students' Grievances to solve their academic and administrative problems.
2. To co-ordinate between students and Departments / Sections to redress the grievances.
3. To guide ways and means to the students to redress their problems.



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Students' Grievance Procedure

The grievance procedure is a machinery to sort out the issues between student and college. It is a means by which a student who believe that, he / she has been treated unfairly with respect to his / her academic / administrative affairs or is convinced to be discriminated is redressed. It is a device to settle a problem. It enables to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college. It involves a process of investigation in which 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Matters are disclosed to only those, who have a legitimate role in resolving the matter. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".

The students are ought to lodge their grievances in the prescribed form available with their HOD's of the respective department. The form, duly filled, is required to be submitted in the drop box placed outside the Principal's office. The Member Faculty in turn intimates the matter to the committee for necessary action. Final report based on grievance received and resolved will be submitted to the Principal and further course of action will be decided and the same shall be intimated to the students.

Exclusions

SGC shall not entertain following issues.

1. Decisions of the Academic Council / Board of studies and other academic / administrative committees constituted by the college.
2. Decisions with regard to award of scholarships / fee concessions / awards / medals.
3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the college in admissions of courses.
5. Decisions of the competent authority on assessment and examination result.



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Standard Operating Procedure (SOP) for GRC

- Any student or parent who want to lodge a complaint can send it as a written complaint or mail it to the GRC portal.
- GRC shall coordinate, monitor and ensure within the stipulated time depending on the seriousness of the grievance, the GRC will follow it up till final disposal by the way of reminders. GRC will make a thorough review of redressal process. In case, the committee feels satisfied with the resolution provided by the individual then it will intimate the same to the grievant. Once the grievant indicates acceptance of the resolution then the matter is deemed closed. If the GRC is not satisfied with the resolution provided by the individual or upon the grievant written request, the Committee shall fix a date of hearing and intimate the same to the respective individual as well as the grievant via email. If at the conclusion of the hearing the committee feels that additional information, testimony is necessary to make a decision it may request the parties to submit additional information.
- If a resolution is not achieved through hearing, it may take necessary steps to conduct fair and impartial investigation of the facts giving rise to the grievance. GRC will have the right to interview witness if it is determined necessary for the investigation including those recommended by a party to the grievance.
- After hearing or investigation, the GRC shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application, pass an order indicating the reason for the order.
- Upon completion of proceedings the GRC shall communicate the final decision to both the parties via Email which shall be binding on both the parties.
- The complaint shall be considered as disposed off or closed when -
 1. The grievant has indicated the acceptance of the resolution.
 2. The grievant has not responded within 4 weeks from the date of the receipt of the resolution.
- The proceeding concerning each grievance will be recorded in a systematic manner and shall be treated as confidential and can be viewed only by members of GRC for the purpose of investigation.

Register your Complaints Online

Grievance redressal form link provided on website.

For registering offline drop your complaints at the grievance complaint boxes kept at various places in college campus.